

Dear Guest,

We look forward to your upcoming stay with us here on Balboa Island and we hope your stay will be a memorable one to return again. As we reach peak season, we will not be able to accommodate early check-ins (check-in 3pm, check-out 10am) or late check-outs. So please keep this in mind as we have several properties that need to be cleaned for the next vacationer arriving.

You will receive a packet with important information which I will highlight briefly below:

- Trash days are Wednesday, so your trash should be out in the alleyway at the orange arrows, Tuesday night for pick-up. At the end of June, the City adds a trash pick-up day - Saturday and it is extremely important that the trash be put out Friday night to be collected Saturday morning. Unfortunately, some of our guests experienced overflowing trash bins because the previous guests did not put the bins out the night before. As you know the properties turn over on Saturday, so we appreciate your consideration and so do the next guests. 😊
- The plumbing on the Island is very sensitive; after all, the Island was built on a sandbar. So please be conscientious and do not flush any products (female, baby wipes) other than toilet paper. If your home has a garbage disposal, please do not put anything larger than a pea down it; they are really just there to clear water when it backs up.
- If something in the rental property is not working upon your arrival or sometime during your stay, please let us know immediately so that we can have it attended to. We would appreciate your cooperation and the next guests will too if everything is in working order.
- Please keep in mind that when filling the refrigerator upon arrival with your essentials, that it may take a while, (up to 12 hours for some) for it to cool your warm items, especially during high temperatures.
- Please be sure to wipe or rinse off your feet, as well as, your little ones feet of sand before re-entering the home.
- Linens will be delivered. At the end of your stay it is important to just bundle up the used linens and put them in a pile inside the main door. It is also important to not mix any household linen such as kitchen towels, mattress pad covers, duvet covers in with the rental linens. If the household linens need washing, please place in the household's laundry area upon your exit.
- Please return the keys and garage remote to the office after your stay. It is a way for us to keep track of our check-outs and get our housekeepers in to clean during our peak season.
- BBQs: We do try to check all the propane tanks in between guests stays. If by chance your propane runs out, please just give us a call at the office, as we have reserve propane tanks on hand. Also, the first thing to go on most BBQs is the automatic starter. The grill will still work if the starter is not functional by using a fire wand. The grill/home should have a fire wand if it is not working. Please let us know if you need one.

Thank you for your attention to this email and we hope you have a wonderful stay with us.

Shannon Horan
Rental Manager