

ASHEVILLE STAY

welcome to Asheville...

stay to your heart's content

THINGS TO KNOW

To know, is to know that you know nothing. That is the meaning of true knowledge. -Socrates

ARRIVAL

YAY!! We're glad you're on your way!

One's destination is never a place, but a new way of seeing things. -Henry Miller

Check-in is 3pm or later. If you need an early check-in, please inform me as soon as possible. An early check-in will only be guaranteed by arranging it beforehand, and paying the early check-in fee of \$100.

Please text your ETA to 828.275.5648 at least 24 hours in advance. I will send you the door code and check-in instructions on the day of your arrival. Please do not arrive at the unit until you have received the code; receiving the code is an indication that the previous guests have left (wouldn't want you to walk in on

anyone), and that the cleaners prepared the unit for you. We want you to have a great first impression.

PARKING

wow it's not a 4-letter word

Nobody gets justice. People only get good luck or bad luck. -Orson Welles

Parking is not allowed on Carolina Lane except for unloading only (people, that is, and your luggage and any shopping you may do); I have personally received violations in the amount of \$50-\$250 for parking there for more than a few minutes. Do not park in the fire lane and leave your vehicle unattended. Parking is available in several parking lots and garages throughout downtown, the closest of which is located at 97 North Lexington Avenue. There is a payment collection box onsite, or you may download the app called Passport Parking to pay remotely. That particular lot charges \$5 per day. The parking then becomes an agreement between you and the entity owning the lot. We have no responsibility nor special privileges. If you are booked at either of the two Chicken Alley units, your parking space will be at your door; instructions shall be given via text message on the day of your arrival.

DURING YOUR STAY

we are here if you need us, and not if you don't

We travel not to escape life, but for life not to escape us. -Anonymous

You will find a welcome letter as you arrive which will have many details of the property and some important rules outlined. Additionally, if any question or concern arises during your stay, please do not hesitate to contact me with immediacy by calling me or texting me at 828.275.5648 any time of day or night.

DEPARTURE

we are as sad as you are when you go, but hope to meet again soon!

How lucky I am to have something that makes saying
goodbye so hard.-Winnie the Pooh

Check-out is 11am or earlier. Please text me at 828.275.5648 when you are leaving the unit on your checkout day so that I can alert the cleaners. If you need a late checkout, please inform me as soon as possible. A guaranteed late checkout (up to 2pm) is available for a fee of \$100. If you have not arranged a late checkout and you have not departed by 11am, then Bruno the magic guard dog will appear and chase you out of the unit or, please ask for a few extra minutes in advance if you need it and we'll keep Bruno at bay. Late checkouts without permission are subject to additional fees.

SECURITY DEPOSIT RETURN

thank you for taking such great care of the space

Take only memories, leave only footprints. -Chief Seattle

If you have any incidents to report, please do not be shy. It is much easier to work with you regarding any damages if they are revealed rather than concealed. If nothing has happened, and you made your security deposit directly with me, your return deposit shall be released within 48 hours of your checkout. If there have been any damages, we will work together to come to a resolution of either replacing or repairing the damaged item(s). For bookings made through websites (Airbnb, Trip Advisor, Flipkey, HomeAway, VRBO) deposits will be handled by those companies.

Thank you for booking with us!

www.ashevillestay.com