

LAKE STAY VACATION RENTAL

WELCOME GUIDE



LAKESTAY • CARLTON LANDING, OK



ABOUT THIS HOME

This home has its own distinct style and personality that reflects the home owner's personal taste. This home is truly an extension of their family.

STARTER AMENITIES

We've taken special care to get your home ready for your stay. Provided is a starter supply of amenities for you!

OTHER THINGS

Please take the time to read through our welcome book! In here you will find things to do during your stay and information regarding our town.

WE ARE SO GLAD YOU'VE MADE IT TO **CARLTON LANDING**

We hope that your stay is one of rest, peace, and joy! As a guest of Carlton, we encourage you to respectfully utilize our community amenities and enjoy our common areas. To help maintain this beautiful community, the town of Carlton Landing and the Carlton Landing Homeowners Association (HOA) have established a few guiding policies for all homeowners and guests.

Parking & Common Space

See next page to register vehicles

Each home comes with designated parking spaces behind the home. If the number of vehicles you have exceeds the number of designated parking spaces, you may park vehicles on the streets where delineated on-street parking is available. Parking is also available in the large parking lot off Boulevard, behind The Meeting House. Parking on yards, grass areas, alleys, or streets without on-street parking may cause damage or destruction to property, and the HOA is permitted to seek compensation for damage from guests, tenants, or homeowners. Parking for boats or trailers is available in the gravel area near the overlook.

Electric Golf Carts

Carlton Landing and its residents pride ourselves on the walkability of the community and the freedom it allows our children. Keeping their safety and interests in mind, Carlton Landing has established the same rules for golf cart traffic as automobile traffic in town. Anyone driving a golf cart must have a state-issued driver's license or permit. Golf carts are to be parked in the same area as automobiles.

Golf carts that are currently parked on the property are for homeowner use only. For golf cart rental information, check page 6.





PARKING PERMIT REQUIRED

Carlton Landing requires a FREE parking registration for every vehicle. The process is quick and simple and will allow you to avoid fines or being towed.

Instructions To Register Your Vehicles:

- *Scan the QR code to visit carltonlanding.parkingattendant.com*
- *Click Vacation Rental Registration*
- *Input your license plate information and the home address where you will be a guest.*
- *LakeStay Guest Passcode- **310293***



thelakestay.com



918-316-3574

PLEASE REVIEW OUR RENTAL POLICIES

1. **Parking:** Please park in the designated private parking spaces behind the property. Any additional vehicles that do not fit in designated parking should park on the streets with delineated street parking or in the parking lot behind The Meeting House off of Boulevard Road.
2. **No Smoking:** Smoking is prohibited on the property. Guests who violate this policy will be charged an additional **\$1000**, plus the expense of any necessary cleaning. Violations may also result in immediate eviction and forfeiture of rent.
3. **Weapons:** If Guest desires to store a weapon in the Vacation Home during the stay, Guest agrees to notify Management of Guest's intention in advance of the stay. Additionally, guest agrees to ensure weapon is kept in a secure location in the Vacation Home and to remove the weapon at the end of the stay.
4. **Maximum Number of Guests:** This is based on the individual accommodation's ability to comfortably and safely house our guests. If the maximum occupancy is exceeded, you may be asked to vacate the property and forfeit any rental payments.
5. **Noise Ordinance:** Excessive noise late at night or disrupting the neighbors will not be tolerated. **Quiet hours** should be observed between 10:00pm and 7:00am.
6. **Laundry:** You may use the washer and dryer but please be sure to follow the directions outlined in the laundry room. All sand must be removed from beach towels and toys before washing.
7. **Minimum Stay Requirements:** Most of our Vacation Homes require a minimum stay of two (2) nights. Longer stays may be required during peak seasons and holidays.
8. **Cell Coverage and Long Distance Service:** Carlton Landing is located in a remote area that offers limited cellular service at this time.
9. **Security:** The safety and security of your belongings is your responsibility. Remember to lock and close all doors and windows before leaving the property and to store your valuables in a safe place.
10. **Hot Tub / Swimming Pool:** Follow all rules posted at pool. Always supervise children. Eating and drinking in the pool is not allowed.
11. **The Children:** Please make sure your children have a safe and fun visit. The balcony and decks are beautiful but children should be supervised when enjoying the view.
12. **Pets:** Pets are not permitted in any Lake Stay Vacation Home. Guests who violate this policy will be charged an additional **\$500**, plus the expense of any necessary cleaning. Violations may also result in immediate eviction and forfeiture of rent.
13. **Heading out for the day?** Remember to close and lock the doors, turn off the lights and air before you depart.
14. **Damages and Breakages:** Report any damages and/or breakages in a reasonable and timely manner. For cases where the cost of the damage exceeds the security deposit, costs will be billed to guests and reported to the rental service.
15. **Construction:** We would like to remind you of the possible construction activity taking place in our growing town this year. Barring any extreme exceptions, construction is scheduled from 7:00 am to 6:00 pm, Monday through Friday, and 8:30 am to 5:00 pm on Saturday. There will be no construction on Sunday or holidays. Any guest who chooses to change cottages due to construction will forfeit their advance deposit. Please feel free to call with any questions concerning the stage of construction around your accommodation.
16. **Trash:** Please take trash to the bins in the back of house by alleyways as needed and at the end of your stay.

PLEASE REVIEW OUR RENTAL POLICIES

Cleaning Fee

Your LakeStay Vacation Home will be cleaned to our quality standards prior to your arrival and after your departure. You will be responsible for the cleaning of your unit during your stay and for leaving the unit in good condition at checkout. We respectfully request that you remember you are staying in someone's home during your vacation. Please treat it with the care you would your own. If units are found abnormally dirty at checkout, additional charges will be applied to your credit card to assist in performing a deep cleaning of the home. The vacation home should have plenty of initial supplies, including trash liners, toilet paper, bath soap, towels, etc. All stays will be subject to a cleaning fee.

All food and drink spills should be cleaned up as they occur. Food and drink spills on carpet are considered to be damage, not normal wear and tear, and additional cleaning charges for professional cleaning will be charged to the card on file. Please empty the refrigerator, load, and start the dishwasher with any dirty items. Additional housekeeping charges may be applied if the home is in need of extra cleaning attention and will be charged to the card we have on file.

Damage Fee

Guests are responsible for the property, its contents, and themselves during occupancy. Guests must lock windows and doors securely when not on the premises. Rearranging the furniture or removing any items from the home is prohibited. After checkout, LakeStay Management will inspect the unit for damage, missing items, and abnormally dirty appearance. If Management determines that damage is present, items are missing, or the unit is abnormally dirty, then LakeStay will have the damage repaired, replace missing items, and/or perform a deep clean of the home at the renter's expense. The renter authorizes LakeStay to charge the card on file to reimburse LakeStay for any such expenses.

General Policies

LakeStay reserves the right to enter the premises, if the need arises, without the guest's permission. We will make every attempt to contact the guest to inform them of the purpose and duration of time we will be in the home. LakeStay and individual homeowners disclaim all liability for injury, loss, or damage. LakeStay is an agent for the homeowner, not an owner or tenant. As an agent, LakeStay has the authority to act in the best interest of the homeowner in any and all situations.

Other Legal Terms and Agreements

In the event of any dispute, claim, question, or disagreement arising from or relating to this Agreement or the breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. If they do not reach a solution within a period of 60 days, then, upon notice by either party to the other, all disputes, claims, questions, or differences shall be finally settled by arbitration administered by the American Arbitration Association in accordance with the provisions of its Commercial Arbitration Rules. Within 14 days after the commencement of arbitration, each party shall select a third arbitrator within 10 days of their appointment. The party-selected arbitrators will serve in a non-neutral capacity. If the arbitrators selected by the parties are unable or fail to agree upon the third arbitrator, a third arbitrator shall be selected by the American Arbitration Association.

Carlton Landing is a residential neighborhood. Please be sensitive to full-time neighbors and residents. Each home belongs to a loving family, and they ask for your care and kindness.

CONNECT WITH **LAKESTAY**

 (918) 316-3574

 hospitality@thelakestay.com

 [@lakestay_carltonlanding](https://www.instagram.com/@lakestay_carltonlanding)

 www.thelakestay.com



Commonly Asked Questions

Golf Cart Rental Information

- **Carts Of Carlton**

 (918) 212-4150

 Cartsofcarlton.com

- **Dr. Doos Lakeside Motorsports**

 (918) 452- 3047

Carlton Landing Marina

WELCOME TO CARLTON LANDING MARINA AND SHIP STORE!

We're excited to announce that you can now rent pontoon boats right here in Carlton Landing, thanks to Carlton Landings partnership with Ugly John's. Get ready to hit the water and enjoy Lake Eufaula like never before!

For more info visit: carltonlandingboatrentals.com

Pool Codes For Community Pools

Codes for the Boardwalk Pool, Tower Court pool, and Lake View

Pool

- **Code 1** - 6274#

- **Code 2** - 7456#





GETTING WHERE YOU WANT TO GO

Carlton Landing was designed around walkability and nature. This map provides the public green spaces and parks for you to visit in our town!



FAVORITE THINGS
We suggest heading down to the Town Green in the morning to watch the sun rise.

WALKABILITY
Carlton Landing was built with a dream to get back to simplicity. Skip the motorized vehicles and enjoy the fresh air while walking around town.

1. **The Lookout:** CL's iconic lookout over Lake Eufaula.
2. **Nature Trails:** Located at the south end of town and trailing along the lake.
3. **Nature Center Playground:** Nestled within the trees south of Pavilion Park.
4. **Pavilion Park:** Firepit & ping pong; perfect for a picnic.
5. **Community Garden:** Walk through and enjoy looking at the garden and chickens.
6. **Firefly Park:** Carlton Landing's largest green space.
7. **Cottage Court:** A firepit perfect for cooler nights.
8. **Redbud Park:** Tree-lined; bring a picnic blanket and enjoy!
9. **Bocce Ball Court:** Fun family time happens here; it also has ping pong tables.
10. **The Crossings:** Perfect for a quiet walk through a lovely neighborhood.
11. **Town Green & Swim Beach:** Guaranteed day of fun for the family.
12. **Park Street Lake Approach:** Head here for the perfect photo op, view of the lake, and ping pong.
13. **Volleyball Sand Court:** Located next to Mama Tig's.

WHERE TO WALK IN THE NEIGHBORHOOD?

FOR GOING OUT



The Meeting House

20 Boulevard, Carlton Landing

Coffee shop and café on Boulevard, located right by the school. TMH is also the place to stop for your Carlton Landing souvenir.

For more information, visit:

themeetinghousecl.com



LakeDays Aqua Park and Rentals

Located on Water Street

Welcome to the largest inflatable water park in Oklahoma. To book your session, visit their website at LakeDaysCL.com.

You can also rent kayaks, paddleboards, and cabanas.

[instagram.com/lakedays_carltonlanding](https://www.instagram.com/lakedays_carltonlanding)

Hours are Seasonal.



Airsteam Food Trucks

Located by the Carlton Landing Town Beach

Head down to the food truck park and grab a bite to eat and sweet treat! Sit down at the picnic tables and be prepared to meet new friends walking by!

From BBQ to frozen desserts, there is something for everyone to enjoy!

Hours are Seasonal.



Mama Tigs Wood Fired Pizza

31 Water Street, Carlton Landing

Mama Tigs is located at the corner of Park Street and Water Street. Popular menu items include pizza, salads, and desserts.



Pop Up Shops

End of Boardwalk, Carlton Landing

From clothing to candles, you never know what will be popping up on a Saturday. The Pop Up shops are open spring - summer and holiday weekends throughout the year. Also be sure to check out our Farmer's Market with produce grown from our town farm!

Hours are Seasonal.

WHAT ELSE IS THERE IN **OUR TOWN?**



Carlton Landing Academy Charter School

10 Boulevard, Carlton Landing, OK 74432

Carlton Landing Academy is the first rural charter school in the state of Oklahoma. The Academy's culture is character-based, community minded, and filled with caring teachers. The families that send their children to the Academy represent a diverse assortment of homeowners, races, and sociodemographic backgrounds; with a common thread being a strong appreciation, the opportunity to have a unique and excellent education.

For more information about Carlton Landing Academy Charter School visit www.carltonlandingacademy.org



Carlton Landing Community Church

You're invited to join the Carlton Landing Community every Sunday at 10:00 a.m. CLCC is a come-as-you-are church. The worship experience is unique, and you can expect a variety of traditional hymns or contemporary worship songs to help you worship!

For more information about Carlton Landing Community Church and the service location, visit the CLCC website: www.carltonlanding.church

Address: 58 Water Street, Carlton Landing, OK 74432



CARLTON LANDING **BOATING**

Boat Loading & Unloading

If you have brought along your boat for your trip, the closest boat ramp is at Nine Marina, which is about a 10-minute drive from Carlton Landing. Please feel free to park your boat trailer in the additional parking available in the gravel area near the overlook.

Directions to Nine Marina

Nine Marina is located on Hwy 9 East in Longtown. As you drive into Longtown, you will cross over a bridge, and Nine Marina will be on your left after the bridge. The boat ramp is located at the beach before the Nine Marina entrance.

Boat Rental Options

Carlton Landing Marina - carltonlandingboatrentals.com

Nine Marina - ninemarina.com

Xtreme Marina - (918) 689-7723

Belle Starr - (918) 689- 2132

For boat slip rentals at Carlton Landing Marina, please email alex@carltonlanding.com.



Checkout

PROCEDURE

Checkout time is 11:00 am Any request for a later checkout must be granted with LakeStay. This helps us schedule housekeeping and prepare for incoming guests and homeowners.

Before you depart, we ask you to do the following:

1. Clean up all spills on cupboards, floors, and carpets as they occur.
2. Put any used dishes in the dishwasher and start the cycle.
3. Empty the refrigerator of your perishable items.
4. Close and lock all windows.
5. Set the thermostat to 76 degrees in the summer, 50 degrees in the winter.
6. Turn off the lights and appliances.
7. Lock all doors.
8. Recover all patio furniture.

Checkout Violation:

If you have not received late checkout approval and have not departed by 11:00 a.m., you will be charged an additional \$100 for every hour past 11:00 a.m.

Requesting Late Checkout:

You may call on the morning of your departure to verify if late checkout is available.

Unless otherwise specified, our late checkout rates are as follows:

After 11:00 a.m and up to 5:00 p.m. - \$100 per hour.

After 5:00 p.m - Additional night's rent.

INSTRUCTIONS FOR THE AMENITIES



Boardwalk Pool & Spa

At the end of Boulevard, this gated pool is one of three managed by the Carlton Landing Homeowners Association for renters. It offers propane grills, picnic tables, showers, ping pong, and a hot tub. The pool is open from April to October, while the hot tub is available year-round.

Pool Hours:

Monday: 9:00 a.m. - 11:00 p.m.
Tuesday: 12:00 p.m. - 11:00 p.m.
Wednesday: 9:00 a.m. - 11:00 p.m.

Pool Code: 6274# - 7456#



Tower Court Pool

Located at Lower Greenway and Ridgeline Road, this gated pool is one of three managed by the Carlton Landing Homeowners Association for renters. It features shaded and sunbathing areas, a separate kiddie pool, and a large saltwater pool. Open from April to October, it's a perfect spot to relax and enjoy the scenery.

Pool Hours

- Monday: 9:00 am-11:00 pm
- Tuesday: 12:00 pm- 11:00 pm
- Wednesday: 9:00 am - 11:00 pm

Pool Code: 6274# - 7456#



Lake View Pool

Located on Water Street across from the Residence Club, with a great view of the lake and LakeDays Aqua Park.

Pool Hours

- Monday: 9:00 am-11:00 pm
- Tuesday: 12:00 pm- 11:00 pm
- Wednesday: 9:00 am - 11:00 pm

Pool Code: 6274# - 7456#

IN CASE OF AN **EMERGENCY**

Tornado

Due to Carlton Landing's remote location, there is currently no local tornado siren. In the event of inclement weather, it is recommended to pay close attention to Tulsa news stations when conditions favor tornadic activity.

Earth quake

In the event of an earthquake, seek shelter under a table, desk, or doorway.

Fire

In case of a fire, exit the home, call local dispatch or 911, and notify LakeStay.

Power Outage

If power is only out at the vacation home in which you are staying, and not the surrounding homes, notify LakeStay.

Gas Leak

If anyone smells gas in or around your vacation rental home, or is concerned about a gas leak, exit the home and notify LakeStay.

No Water?

If you encounter any issues with having no water in your vacation rental home, please contact LakeStay.

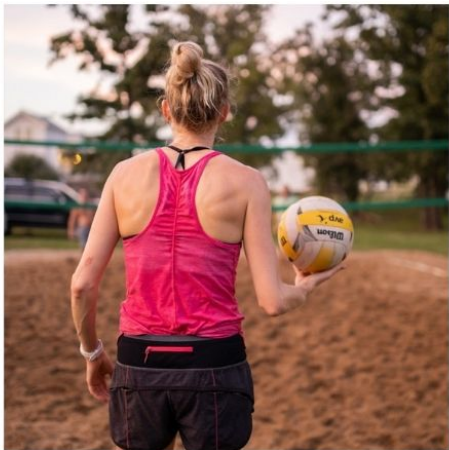
Potential Dangers

Carlton Landing has been created with a new standard for sustainable community building in mind, one that reduces our carbon footprint and keeps the natural world healthy and beautiful. With that in mind, there is the possibility of encountering wildlife during your stay. Remain on the trails at all times when hiking, and always be aware of your surroundings.



Questions?
Please call LakeStay at:
(918) 316-3574





HAPPENINGS AROUND CARLTON LANDING

From your early morning coffee run to a late afternoon pickup game of volleyball, there is something for all ages in Carlton Landing. We encourage you to walk around our town and explore all that it has to offer. Be prepared to be greeted by friendly neighbors passing by or sitting on their front porches; it is just one of the many things that make the town of Carlton Landing special.

LOCAL & EMERGENCY CONTACTS

911

Please call 911 if there is an emergency or question of safety.

Local Hospital

McAlester Regional Health Center

(918) 426-1800

Poison Control

Oklahoma Center 1-800- 222-1222

Southeast Clinic Urgent Care

111 Forest Ave, suite B Eufaula, OK

74432 (918) 490-7011

Police / Non-emergency

Eufaula Police Department

17 Hospital Drive Eufaula, OK 74432

(918) 689-2172

Local Veterinarian

Glover Veterinary Services 109064

Old Highway 69 (918) 473-2676

Lakestay Contact Information

29 Water Street Carlton Landing, OK

74432 (918) 316-3574

Fire department

9 Area Volunteer Fire Department F Street

Eufaula, OK 74432 (918) 452-3763

THANKS FOR BOOKING WITH US
COME BACK SOON!