

Welcome to the Outer Banks

GUEST WELCOME PACKET

ARRIVAL

All properties will be ready for check-in by 6:00 pm, unless early check-in was paid and confirmed. If you arrive to the Outer Banks early, please do not go to the property as this may delay preparations for your arrival. You will automatically be notified via text when your rental is ready for check-in. If you do not hear from us before 6pm, you may proceed to the property at that time. Enjoy your stay!

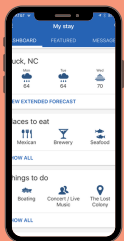
HOUSEKEEPING / MAINTENANCE

Please inspect your vacation home upon arrival and report any cleaning or maintenance concerns within 24 hours. Be mindful to maintain A/C and refrigerator temperatures. Turning them up or down drastically can cause the machines to seize up.

DAMAGES

Please notify your check-in office of any pre-existing damages or accidents that occur during your stay. All guests are covered for a limited amount of accidental damage. If an accident were to happen, please contact us immediately to avoid extra charges.

[» Claim Form](#)



GUEST APP

Download our guest app on your smart phone for keyless entry codes, directions, home information, local recommendations, weather updates & exclusive discounts.

Welcome Bag

Each reservation receives a welcome bag for your OBX vacation filled with a starter set of essentials + free gifts. Contents vary by season.



IMPORTANT NUMBERS

Our Offices

Offices open 9-5 daily. Extended to 6:30pm on weekends June - August

TOLL FREE / TEXT: 800.635.1559

KITTY HAWK OFFICE: 252.441.7166

DUCK OFFICE: 252.261.6605

COROLLA OFFICE: 252.453.4141

AFTER HOURS EMERGENCIES

252.599.7199

For emergencies such as no power, no water, no heat or air conditioning, please call this number when our offices are closed.

**FIRE, MEDICAL OR LAW
ENFORCEMENT**

EMERGENCIES DIAL 911

If possible, please call from the landline phone in the home, which will provide your location.

Hospitality By GladToHaveYou

Available for download on the app store.

[» Apple App Store](#)



TRASH & RECYCLING PICK UP INFORMATION

Trash and recycling pick up varies by each town and community. Please find your property's location and reference the posted schedule. Please know curbside service is normally conducted very early in the morning, therefore we recommend rolling containers to the curb the night before.

VISIT OUR WEBSITE

[Trash Pick-Up Schedule](#)

For your convenience, download our app and enable push notifications for reminders the day before trash/recycling pick up!



DOWNLOAD HERE

[Apple App Store](#)



You can avoid and prevent midges in the following ways:

- Avoid turning on bright lights at dawn or dusk (especially porch lights)
- Close the blinds and curtains to a room that you are in with the lights on (this will prevent them from migrating and planting themselves on the window outside the room).
- Insect traps/repellant can help eliminate some
- Avoid being outside during the early morning and late at night (when the midges are most active).

RIP CURRENTS

Rip currents are powerful currents of water moving away from shore.

The ocean is a fun place to swim and play, but you need to use caution to stay safe.

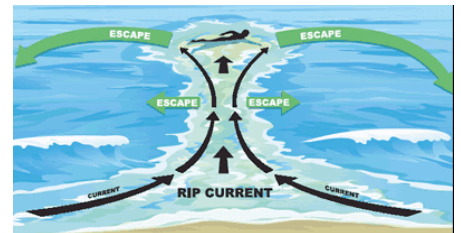


BEACH SAFETY TIPS:

- Ask lifeguard about ocean conditions.
- Never swim alone!
- Don't swim out too far.
- Educate yourself on rip currents.
- Swim in front of a lifeguard.
- If red flags are flying, swimming is prohibited.

If Caught in a Rip Current:

- Remain calm to conserve energy and think clearly.
- Never fight against the current.
- Think of it like a treadmill that cannot be turned off, which you need to step to the side of.
- If you are unable to swim out of the rip current, float or calmly tread water. When out of the current, swim towards shore.
- If you are still unable to reach shore, draw attention to yourself by waving your arm and yelling for help.



PET RULES & REGULATIONS



BEACH ACCESS & LIFEGUARD INFO



LOCAL SOURCES for EVENTS, WEATHER, etc.



UPON DEPARTURE / CHECK-OUT INSTRUCTIONS

Check-out is at 10am on your departure day. If the home is left in poor condition you may be charged for additional cleaning.

- Remove all food from the refrigerator / freezer and leave the temperature settings on medium.
- Clean and put away dishes, including those in the dishwasher. Wipe down counters, and remove any sand from shower and tubs.
- If linens were provided, please leave the sheets on the beds and place the towels near the lowest entry door. DO NOT remove mattress covers, pillow cases, blankets, etc.
- Check closets, drawers and under the beds for personal items.
- Close and lock all windows and doors. Turn off all inside and outside lights.
- Set AC to 78 degrees during the summer, or heat to 55 degrees during the winter.
- Tidy up outside areas including decks, outside shower, yard and pool area, if applicable, as well as the grill with the provided brush.
- Place all trash in exterior cans and move to the street for pick up. The night prior to check-out is best, as this service is done early in the morning.
- Please lock and secure the entry doors.
- Use our guest app Express Check-out or text 800-635-1559 to notify us of your departure. If applicable, return keys to the lock box.

Any unopened, non-perishable food may be brought to our office for donation to our local food pantry!

Dont' forget to reserve for next year!

To request to reserve the same property and corresponding week for next year, text **800-635-1559** and type: **YES2024** and an agent will follow up once confirmed!