

**The Bugg Cottage**  
**428 33<sup>rd</sup> Street**  
**Sunset Beach, NC 28468**  
**(7<sup>th</sup> row / West End)**



Updated 05.2019



# Welcome to The Bugg Cottage at Sunset Beach!

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We hope you are ready to enjoy a relaxing vacation at one of the most incredible beach communities in North Carolina. Our family has vacationed at Sunset Beach since 1994. In November 2004, we vacationed at a family friend's home just across the street. At that time we were introduced to the owner of this beach cottage and in February 2004, bought the house. It was a major "fixer upper" – dark paneling, 1970s laminate floors and the original carpet all had to go! A new ceiling was installed – new lighting and fans followed. Then came the painting – cabinets, walls, doors, ceiling – some 40+ gallons were used throughout the interior. Lastly, new Pergo flooring, carpet, and door hardware finished off the home. The yard was in good shape but we added the fence and the gates downstairs and at the top of the main stairs (as we had two yellow labs and two small children at the time).

Early on, we rented just to family and friends, but in 2008, while out on a family bike ride, we happened upon another property located at 429 6<sup>th</sup> Street. This home backed up to Canal A and, having a boat, we dreamt of a house with easy water access. As with our original beach cottage, this home also needed a lot of TLC. Once the renovations were complete, we attempted to sell the cottage, but the failing economy did not help matters. We began renting both homes via VRBO and have not looked back.

Nowadays, we enjoy many repeat guests as well as welcome new visitors to both our island homes. Some families go back and forth between the two houses depending on how many are vacationing at the time, while other visitors have developed a personal preference for either the cottage or the canal house.

We check on our properties frequently and have many local helpers to assist in our absence if necessary. Our extended family owns a third house on the island (also for rent) and we've made many friends who call Sunset Beach either their main or second home.

We've furnished and decorated the house with personal items for all to enjoy. Please consider this your home away from home at Sunset Beach. A favorite pastime of many younger visitors is to count the "bugs" in and around the house (can you believe I found these fun ladybug drapes at Kmart one day while driving to the beach?!). Our rental policy is simple – use what you want, replace what you use, clean up when you leave, and leave the home cleaner than you found it.

If you need anything during your vacation, please give us a call! We appreciate your rental and hope you have a wonderful time at Sunset Beach.

Sincerely,  
Jeannette and Robert Bugg  
(R) 704-719-2100  
(J) 704-719-2200

[info@buggproperties.com](mailto:info@buggproperties.com)  
[www.thebugghouse.com](http://www.thebugghouse.com)

## PREPARING FOR VACATION

The following information will help you pack appropriately for your stay at The Bugg House.



**Items to bring** – below is a sampling of items you will want to pack for your vacation:

- Sheets – bed sizes are as follows; note that the two guest rooms are large enough to accommodate an air mattress on the floor (guests to provide their own air mattresses).
    - Master (Purple) – Queen
    - Bdrm #2 (Green) – 2 Twins
    - Bdrm #3 (Blue) – Queen
    - \*There is room in two of the bedrooms for a small air mattress, crib or pack n play (Guest to provide)
  - Towels – bath and beach varieties
  - Sunscreen – regardless of the time of year
  - Personal clothing – including bathing suits and walking shoes
- Food – There are several grocery stores just across the bridge on the mainland (Food Lion, Lowes Foods); quality and pricing is comparable to larger cities, so you can certainly wait to do your shopping once you're at the coast. Closer to Ocean Isle Beach, there is a Lowes Foods and a Publix.



**Julie's Rentals** can provide linens, bikes, beach items, and plenty more. The company is locally owned and items are delivered and picked up at the residence. Visit [www.juliesrentals.com](http://www.juliesrentals.com) for rates and reservations.

**Ocean Isle Fishing Center** is located just one island up the coast. If you're interested in a charter fishing excursion, or renting a boat or Jet Ski, give these folks a call. Directions via water from Ocean Isle to the house are under the Boating at Sunset section of this manual. [www.oifc.com](http://www.oifc.com) OR 910.575.FISH



**Amenities at the house** include, but are not limited to, the following items:

- ✓ Large-screen TV in family room
- ✓ Additional color TV in the Master Bedroom
- ✓ WIFI and Expanded Cable are always on May-Sept; off season, please speak with us about arrangements
- ✓ DVD players in family room and Master bedroom
- ✓ Radio/CD player
- ✓ Blender, toaster, coffee pot, glassware, full kitchen implements
- ✓ High chair – located in the guest bedroom closet
- ✓ Puzzles, books, games
- ✓ Beach chairs, beach toys – in the guest closet under the house \*We don't guarantee what is available for your stay
- ✓ Outdoor swings and hammock – there is a toddler swing in the guest closet



## ARRIVAL INSTRUCTION

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**Upon arrival**, check to make sure that your home is in order and cleaned to your satisfaction. If not, please call the owners directly within 24 hours of the start of your vacation stay to report any issues you may find. We will make every effort to make your vacation as comfortable as possible. There are no refunds for cleaning services fees paid. See rental agreement for more detail.



**House keys** are located in the lockbox on the back side of the center house pier. You will be issued a combination code with your check-in email instructions. Once you unlock the house, please return the key to the lockbox. There are additional house keys in the binder on the family room table for you to use during your stay.



**Air Conditioning & Heating Units** are typically designed with a 15° temperature differential. This means if it is 95° outside it will only cool down to 80° inside. Units should be adjusted 2-3 degrees at a time or the unit can “freeze” up, leading to more problems. Keep all windows and doors shut and blinds pulled during the hottest part of the day to maintain a comfortable setting. Use the ceiling fans to help cool the home. If the A/C units do not come on when prompted, check the fuse box (in the laundry room under the house) for a tripped breaker.



**Refrigerators** must have proper time to cool down after being cleaned on check-in day. Please keep refrigerator/freezer settings on medium and keep the door closed to allow this process to complete. Like A/C units these systems can “freeze” up and cause more problems.



**Linens** are not provided in this rental home. Guests should provide their own sheets and towels (bath and beach variety). Julie’s Rentals will deliver and pick up at the house. They also have an assortment of beach and bike rentals as well. [www.juliesrentals.com](http://www.juliesrentals.com)



**Rental equipment** such as beach umbrellas, bikes, jet skis, and even boats is easily obtained on the island or on nearby Ocean Isle Beach. Beach basics, including bikes, can be rented from Julie’s rentals (contact info above). Water craft can be rented by the hour or day from the Ocean Isle Fishing Center. [www.oifc.com](http://www.oifc.com) OR 910.575.FISH



**After-Hours Emergencies** occasionally do happen. Please hold all minor maintenance issues until regular business hours. Contact the owners directly for help with these issues. After-hour emergencies include harm to life and property only. Please call 911 to report any immediate fire or medical emergency.



## CHECK OUT INSTRUCTIONS

**Check out time is 10:30 AM**



**Check-out time is 10:30 a.m.** Please be prompt with your departure as our cleaning service has a short amount of time to prepare the house for the arrival of future guests. If an alternative check-out time is desired, arrangements must be agreed upon with the owners when your initial rental agreement is submitted.



**Trash** should be removed from the house and the main container delivered to the curb before your departure. Perishable food items should be removed from the refrigerator as well. See Vacation Home Rules section for more info on trash pick service.



**Cleaning service** will arrive following your departure. You should make every attempt to leave the house in an orderly fashion. Please reference the check list on the following page for items guests are responsible for prior to departure. Thank you for keeping our home in good order for future guests.



**Air Conditioning & Heating Units** should NEVER BE TURNED OFF upon departure. In warm months, set the A/C to 85° with the fan on AUTO. In cold months, set the Heat to 50° with the fan on AUTO. Directions are also posted on each thermostat.



**Guest comments** are always welcome! Sign our guest book and let us know about your stay. Did you visit a place of interest to share with others? How many “bugs” did you count in the house? What was your favorite part of the vacation? Forgot to sign the guest book at the house? Consider posting a comment on VRBO (listing #178123). Note that we strive to make your stay as best as possible. If you have an issue during your stay, please address with us directly. It's not kind to hear complaints online when we've had no opportunity to address the concern.



**Advanced reservations** - We love repeat guests! Contact us early to secure your preferred dates.



## DEPARTURE CHECK LIST

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Please take a moment to review the following pre-departure check list. Failure to follow the check list may result in part or all of your security deposit being withheld.

- ✓ Remove sheets and remake beds with just blankets, pillows, and bed spreads.
- ✓ Put away games, toys, books, and beach items.
- ✓ **Make sure the downstairs guest/laundry closet is neat and orderly.**
- ✓ Empty the refrigerator; including non-perishable items.
- ✓ Return all items under the house to where you found them (toys, outdoor furniture, grill, etc.)
- ✓ If you have a dog with you, please remember to **clean up the yard** – scoop poop and fill in any holes that were dug by your pup.
- ✓ Set thermostats to reasonable temperatures (see notes on thermostats for details). DO NOT turn off the unit.
- ✓ **Close and lock all windows.** Close all blinds and shades.
- ✓ Turn off all ceiling fans and lights.
- ✓ Return extra house keys to the notebook on the table.
- ✓ Please sign our guest book – we love to hear about your stay.
- ✓ Use the key from the lock box to secure the house, including the deadbolts (you may have to pull/push a door a bit to get the deadbolt to latch); place main key back in the lock box under the house.
- ✓ Give us a call if there are any maintenance items we need to tend to before the next guest arrives.

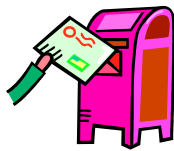
## VACATION HOME RULES



**Telephone service** is not provided. Guests are expected to provide the owner with a valid mobile phone number that will be in use during the vacation period.



**Internet access** (wireless) is on May-Oct. If you need WIFI during off season, you will need to request such at time of reservation. The WIFI and Cable are provided by ATMC, the only provider in the area. If there are issues with connectivity, try resetting the WIFI prior to calling the owner for a repair.



**Mail service** is not provided at the house. There is a local post office down the street from the Food Lion on the mainland. Also, the property rental agencies on the island will take outbound mail. Long term guests may rent a PO Box from the local post office.



**Water** is provided by the City of Sunset Beach and is good to drink. The house is now on sewer, but there is no disposal in the kitchen sink. Please be mindful to clear your dishware completely in the trash can prior to rinsing in the sink. Flush toilet paper ONLY down the toilets.



**Grilling** – A charcoal grill and grill tools are provided for your use. Guests are responsible for thoroughly cleaning the grill and tools before departure. Please allow charcoal and ashes to cool before cleanup.



**Trash collection** is every Wednesday off season. Peak season – trash pickup is Thursday and Saturday. Place the container at the street the night before to ensure pickup. All trash must be in the rollout container. No bagged trash will be picked up. Bring the container back to the house once it has been emptied.



**Pets** (small dogs only) are allowed on this property with advance written permission from the owner. Please follow the additional *Pet Friendly rental instructions* for additional information.



**No Smoking** permitted in or around the property. This includes the deck, under the house, and dock areas.



**House parties** are strictly prohibited. Please respect your neighbors and our home. Occupancy is limited to the number of persons in the house description (9 people). We do not rent to fraternal, sorority, or student groups. Persons under the age of 25 must be accompanied by a responsible adult for the duration of the vacation period.



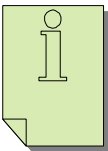
**Left behind items** – The owner is not responsible for items left behind by guests. However, if you think you've left something behind, please contact us as soon as possible. We will do our best to search the house for the lost item. Additionally, if the cleaning service finds guest items left behind, they will alert the owner and the owner will contact the guest directly.



**Maintenance/Refunds** – All equipment in the home should work properly. Please report any inoperative equipment to the owner immediately. Repairs will be made in a timely manner. The owner or owner's representative has a right to inspect and make repairs as necessary. There are no refunds for malfunctioning air conditioning, appliances, TVs, VCRs, DVDs, etc. Guests are asked to check smoke detectors upon arrival and report problems immediately.



**Construction** is on-going and unpredictable on the island. Please be understanding if you are near this construction. It's a good sign for the local economy to see so many new homes and renovation projects underway. The owners are not responsible for construction noise and cannot facilitate a refund or property move as a result.



**Prices and descriptions** of the home on VRBO and our personal web site are subject to change without notice. Omissions, additions, or errors in printing can also occur.

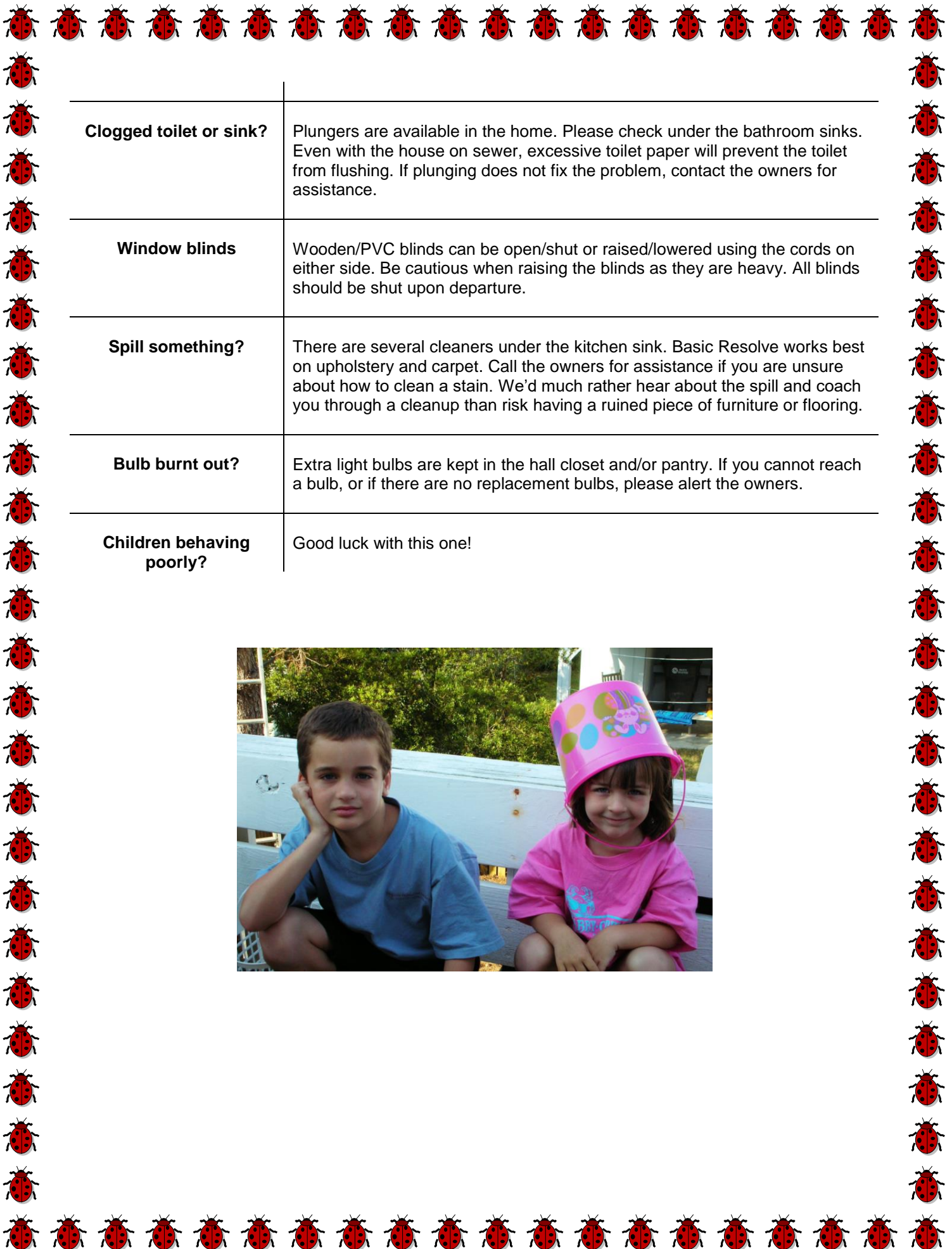




## TROUBLESHOOTING

Before reporting unnecessary problems to the owner, please check to make sure appliances are plugged in and the circuit breaker has not been 'tripped.' The circuit panel is located in the laundry room under the house (left wall).

Problem	Solution
<b>A/C not cooling? Heat not working?</b>	Air Conditioning and Heating Units are typically designed with a 15° temperature differential. This means if it is 95° outside it will only cool down to 80° inside. Units should be adjusted 2-3 degrees at a time or the unit can "freeze" up, leading to more problems. Keep all windows and doors shut and blinds pulled during the hottest part of the day to maintain a comfortable setting. Use the ceiling fans to help cool the home. If the A/C units do not come on when prompted, check the fuse box (behind the cork board near master bdrm) for a tripped breaker. <b>PLEASE WAIT AT LEAST 24 HOURS AFTER CHECK-IN BEFORE REPORTING A/C PROBLEMS.</b>
<b>Ice cream melting?</b>	Refrigerators must have proper time to cool down after being cleaned and restocked on check-in day. Please keep refrigerator/freezer settings on medium and keep the door closed to allow this process to complete. Like A/C units these systems can "freeze" up and cause more problems. <b>PLEASE WAIT AT LEAST 24 HOURS AFTER CHECK-IN BEFORE REPORTING REFRIGERATOR/FREEZER PROBLEMS.</b>
<b>Stovetop burner not working?</b>	Check the circuit breaker to the stove. Also see if other burners are out or if the issue is isolated to just one burner. Please do not use the 'self cleaning' feature on the oven.
<b>Dishwasher not working?</b>	Please use only dishwasher detergent. Hand soap will cause an overflow of bubbles and potentially clog the drain. Not rising dishware properly? Check to make sure a large pot or bowl is not in the way of the spray action.
<b>Washing machine not spinning?</b>	Check to make sure the washer is not overloaded. <b>Drying taking too long?</b> Check to see if the lint filter has been emptied, this will shorten drying time and prevents overheating. Note that thick towels will take extra drying time.
<b>No hot water?</b>	The hot water supplies enough hot water for 2-3 decent showers in a row. Running the dishwasher or washing machine can also drain the hot water. If you have not had heavy hot water usage recently and are experiencing no hot water, check the circuit panel. If this is not the issue, contact the owner for further assistance.
<b>Power out?</b>	You may report outages to Brunswick Electric at 800-682-5309; you can also check the status of these outages at this number. If you have an outage in a section of the home, check the circuit breaker. You may also need to reset TVs and clocks after an outage.



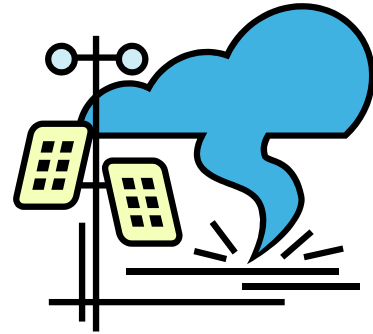
<b>Clogged toilet or sink?</b>	Plungers are available in the home. Please check under the bathroom sinks. Even with the house on sewer, excessive toilet paper will prevent the toilet from flushing. If plunging does not fix the problem, contact the owners for assistance.
<b>Window blinds</b>	Wooden/PVC blinds can be open/shut or raised/lowered using the cords on either side. Be cautious when raising the blinds as they are heavy. All blinds should be shut upon departure.
<b>Spill something?</b>	There are several cleaners under the kitchen sink. Basic Resolve works best on upholstery and carpet. Call the owners for assistance if you are unsure about how to clean a stain. We'd much rather hear about the spill and coach you through a cleanup than risk having a ruined piece of furniture or flooring.
<b>Bulb burnt out?</b>	Extra light bulbs are kept in the hall closet and/or pantry. If you cannot reach a bulb, or if there are no replacement bulbs, please alert the owners.
<b>Children behaving poorly?</b>	Good luck with this one!



# HURRICANE INFORMATION

In the event of a Hurricane, here are several things you and your family should know:

- The Atlantic Coast Hurricane season begins June 1<sup>st</sup> and ends November 30<sup>th</sup>
- A hurricane watch means that a hurricane may threaten within 36 hours.
- A hurricane warning means an expected strike within 24 hours.



Here's an excerpt from our current Rental Agreement regarding cancellation, trip insurance, and evacuations:

**Cancellations/Trip Insurance:** Vacation rentals are binding. Keep in mind that hurricane season runs from June 1 to November 1 each year. Tenants are advised to consider trip insurance. Cancellation/Interruption Insurance is not offered directly by the Owner. It is the responsibility of the Tenant to acquire such coverage, if desired. Trip insurance may be purchased through VRBO or you may visit [www.insuremytrip.com](http://www.insuremytrip.com) for more details. NOTE: Tenant's decision with respect to the purchase of trip interruption insurance will affect Tenant's rights in the event of a mandatory evacuation (see Paragraph 11). **Owner is not obligated to return rental fees in the event of an evacuation, hurricane, or other natural disaster.**

**Evacuation:** If State or local authorities order a mandatory evacuation of an area that includes the Premises, Tenant shall comply with the order. If State or local authorities issue a voluntary evacuation AND decide to close the access bridge to the island, Tenant will vacate the premises. If there is a voluntary evacuation, it is at the owner(s) discretion if tenant can remain on premises. Trip Cancellation/Interruption Insurance may provide partial or full refund of rent. Owner is not obligated to return any portion of fees paid due to tenant cancelation or due to storm related conditions. It is the Tenant's responsibility to seek reimbursement from the Insurance provider (see item #6 for details on Trip Insurance).

When Town Officials call for a Mandatory Evacuation, the police and other town employees will go street by street to inform you of the departure deadline from the island. You will need to gather your personal belongings, lock up, and return the key to the lockbox under the house.

The island will be blocked to visitor traffic until the warnings are lifted. If a hurricane is severe enough (meaning there is definitely damage to contend with), only homeowners with valid security passes will be allowed back on the island following the storm.

If there is a storm in the forecast, we will be in contact with you to ensure you are comfortable with all the happenings on the island. Since owning property at Sunset, our homes have survived half dozen near misses and three direct hits from hurricanes. It's quite an adventure and we appreciate your patience and cooperation should a storm present itself during your vacation.