



# **RULES AND REGULATIONS**

**Revised December 8, 2023**

**Neptune House Owners Association  
Time Share Ownership**

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# FOREWORD

The following Rules and Regulations are designed to ensure, as far as possible, the protection of the rights, privileges, privacy, safety, comfort, convenience, wellbeing and property of Time Share Owners. The Rules and Regulations set forth what is believed necessary to promote decent, courteous, and considerate relations among all Time Share Owners and other Occupants and their guests.

The amenities and facilities of the Neptune House are for the use of Owners and Occupants only during their use periods. Visitors are permitted to use these facilities only with the approval of, and when accompanied by, an Owner or Occupant. For purposes of these Rules and Regulations, "Occupant" is the person or persons, other than the Time Share Owner, occupying a Unit including, but not limited to, family members, guests, and tenants. Owners will be responsible for the actions of Occupants of their Unit and their visitors (except where a rental of the Unit is made through VRI, the Unit is occupied through an approved exchange program, or the Unit is owned by the Association, in which case the Occupant will be responsible).

**Please note that upon Check In, you will be required to sign an abbreviated version of the Rules and Regulations, appended as the last page of this document.**

Thank You! Enjoy your stay!

# RESERVATION INFORMATION

We have created an outline to help you with efficient, timely reservations and to make the most of your vacation ownership here at the Neptune House.

- If you are a fixed week owner at the Neptune House, your reservations are automatically booked for you each year. If you do not know the arrival date of your week each year, you can review your existing reservations on your account.
- If you are a float week owner at the Neptune House and you want to use your week at your resort, you can confirm reservations by the following method:
  - Starting the third week of December each year, on Monday morning, call the Resort at (401) 466-2100. The office is open Monday through Friday from 9:00 a.m. to 5:00 p.m. The office is closed on most holidays and on Sundays.

You can receive your confirmation via e-mail or receive a confirmation in the mail within 7 to 10 business days. International owners may experience slightly longer delivery times.

- If you plan to exchange your reservation, please contact the exchange company of your choice to deposit the week you have confirmed.
- Owners can take advantage of the VRI owner rental program by completing the VRI Rental Agreement Packet that can be found in the Owner Forms section of the Owners tab on the [neptunehouse.com](http://neptunehouse.com) website. The rental packet must be filled out completely including the W-9 tax form and mailed to the following address:

VRI Americas  
Attn: Reservations  
25510 Commercentre Dr., Ste. 100  
Lake Forest, CA 92630

VRI Americas Central Reservations Department has a fully trained staff available to assist you with any questions you may have. You may contact VRI at: 866-469-8222. Hours of operation are Monday through Saturday 8:00 a.m. to 6:00 p.m. Eastern Time; Sunday and Holidays - Closed. The email address is [reservations@vriamericas.com](mailto:reservations@vriamericas.com).

**IMPORTANT:** Owners must provide the following information regardless of whether they plan to use, rent or exchange their right to occupy a Unit during Float Season:

- Name, address and location where they can be reached by telephone
- Unit Type
- Requested arrival date and anticipated departure date
- The number of adults and children who will occupy the Unit

## **FIXED/FLOAT WEEK RESERVATION INFORMATION AND PROCEDURES**

1. All reservations shall be honored on a first-come, first-served basis, subject to availability in the reservations system.
2. A reservation for a Unit during the Float Season may be requested up to 7 days prior to commencement of the requested use period.

Owners who own more than one week may request consecutive use periods and every effort will be made to accommodate that request.

3. Reservations must be confirmed by VRI before they are valid. Confirmation of reservation requests will be made by mail or email.
4. Accrual or carry-over of unused time is not permitted. Unused reservations will be charged against the Owner's use period.

5. If multiple reservation requests are received at approximately the same time and all cannot be confirmed for a particular use period, reservations will be confirmed in an equitable manner, taking into consideration the past use history of the Owners.
6. No reservation request or confirmation will be confirmed by VRI if, at the time the reservation is requested, the Owner is delinquent in the payment of Assessments or any other sums payable to the Association. If an Owner is delinquent in the payment of Assessments or other sums payable to the Association at Check-in Time on the first day of his/her reserved use period, neither the Owner nor any Occupant authorized by the Owner will be permitted to occupy the Unit until such delinquencies are brought current. **The Owner must pay all assessments at the time a float week is reserved.**

Reservation requests may be changed one time subsequent to the initial request with no penalty. For the second request to change a reservation and for every change thereafter, the Owner will be charged an administrative service fee as established from time to time by the Board of Directors.

7. A Time Share Owner may cancel his/her reserved use period without penalty by giving notice at least fifteen (15) days prior to Check-in Time on the first day of the use period so reserved. If the reservation is not cancelled upon more than 7 days notice but less than 15 days, an administrative service fee of \$25.00 will be charged. VRI may not be able to confirm another reservation in the same year. If a reservation is cancelled less than seven (7) days prior to check-in time on the first day of the use period so reserved, the Owner will be deemed to have used the entire use period for which the reservation was made. If another Owner is assigned the same Unit for the entire use period cancelled, the cancelling Owner will not be considered to have used the cancelled use period; however, VRI cannot guarantee that an Owner will be able to secure another reservation in the same use year. In the event an Owner does not arrive for his/her use period, the Owner will be deemed to have used the entire use period reserved. VRI is not obligated to solicit Owners or any other persons or initiate any other effort to fill the use period covered by the cancellation.
8. Owners who are members of Interval International ("II") and who intend to exchange their use period through II, must so designate when making their reservation request at the Neptune House. Please refer to the II Directory and membership materials for the exchange rules which govern reservation exchange requests. The Association or VRI will not respond to any third party request for information other than by the Owner or II. **The owner must also pay all assessments in order to exchange a fixed or float week.**

## BONUS TIME

From time to time there will be use periods which have not been reserved and are available for use by Owners at a reduced rate by reserving "Bonus Time" at the Neptune House or at any other VRI Managed Resort. As an owner at a VRI Managed Resort you are entitled to schedule bonus time. Please call VRI Central Reservations to find out about locations, availability, and rates.

Bonus Time may be reserved seven (7) days or less prior to the requested arrival date for this bonus use. A daily rate will be charged for bonus time to cover the cost of housekeeping, electricity, maintenance, etc. An Owner may reserve bonus time at any time regardless of whether his/her own use period has been used or reserved. Bonus time usage is based strictly on availability with reservations made 7 days or less in advance of the requested arrival date. Check-in/check-out times as indicated elsewhere in this document also apply to Bonus Time.

## **CHECK-IN AND CHECK-OUT TIMES: SERVICE PERIOD**

Check-in time shall commence at 4:00 p.m. and Check-out time shall be 10:00 a.m. The 6-hour period from 10:00 a.m. (check-out time) to 4:00 p.m. (check-in time) between use periods is reserved exclusively as a service period for the cleaning, repair, and maintenance of the Unit.

## **FAILURE TO VACATE**

If any Owner or Occupant fails to vacate a Unit at the end of the use period, the Hold-over Owner or Occupant will be subject to the penalties set forth in the Time Share Declaration.

## **GENERAL RULES**

1. An Owner or Occupant shall maintain his/her Unit in a good state of cleanliness during his/her occupancy period so that neither his/her Unit nor any other Unit will be damaged by his/her neglect. When an Owner or Occupant uses a Unit, the Owner is responsible for any damage done to the Unit and its furnishings during the use period, other than normal wear and tear (except where a rental of the Unit is made through VRI, the Unit is occupied through an approved exchange program, or the Unit is owned by the Association, in which case the Occupant will be responsible).

Any unreimbursed charges for expenses incurred during the use period or damage or loss will be due and payable at check-out time. Nonpayment of a charge will be cause for suspension of use privileges until such charge has been paid. Owners should report any damage or deterioration to their assigned Unit or its furnishings to the Resort Manager as soon as possible after checking in. All Owners and other Occupants shall be responsible for removing their personal property from the Unit at check-out.

2. The hanging of towels, clothing, laundry, rugs, etc. from the windows, porches, balconies, trees, or from any of the facades of the structures is prohibited. Balconies, patios and porches may not be used for storage.

3. Owners or Occupants shall avoid the excessively loud playing of musical instruments, radios, televisions, etc., and shall avoid making any other noises that will disturb or annoy occupants of other Units. Quiet time is from 10:00 p.m. to 7:00 a.m. each day.
4. No Owner or Occupant shall block or otherwise cover windows or doors with reflective material, aluminum foil, or any other material, nor shall posting of any advertisements or posters of any kind in or on the windows, porches, or other areas of a Unit visible from the exterior or on any part of the Common Elements or Common Areas be permitted except as authorized by the Board of Directors.
5. The exterior of the Units and all other areas appurtenant to a Unit, including the porches, balconies and patios, and the interior of Units shall not be painted, decorated, or modified by any Owner in any manner without prior written approval of the Board of Directors.
6. Sidewalks, entrances, passages, vestibules, stairways and corridors shall not be, in any manner, obstructed or encumbered or used for any purpose other than ingress and egress, to and from the premises.
7. Any damage to buildings, recreational facilities, or other Common Areas or equipment caused by any Owner, his/her children, guests, visitors or renters shall be repaired at the expense of the Owner if not covered by insurance.
8. The Resort Manager, the agents of the Association, or any contractor or worker authorized by the Association may enter any Unit at any reasonable hour of the day for any purpose permitted under the Condominium Declaration, the Time Share Declaration, or the By-Laws of the Association. However, except in a case of emergency, such entry will be made only by prearrangement with the Owner or Occupant.
9. If an Owner has rented his/her Unit, he/she must notify VRI in writing at least two weeks prior to the commencement of his/her use period of the name and address of the lessee, and the expected date of arrival. The Owner of the Unit will be responsible for any damages caused by the renter or the renter's guests.
10. No one, except building employees, shall be permitted on the roof of the buildings.
11. The Association and VRI shall have the right to prohibit the occupancy of a Unit or the use of the Common Elements by any Owner and Occupant who is delinquent in any respect in the payment of sums owed the Association.
12. No pets shall be allowed at the resort or within any Unit. Service animals for the purpose of providing reasonable accommodations for a person with a disability under the Americans with Disabilities Act (ADA) are welcome, as described in the Owner and Guest Service Animal Policy that can be found in the Policy Documents section of the Owners tab on the [neptunehouse.com](http://neptunehouse.com) website.
13. At check-in, Owners or Occupants will find an inventory list in the Unit, which should be verified as soon as possible after check-in. The Resort Manager should be immediately notified of any items which are missing or damaged. Following departure, Owners or

Occupants will be charged for missing or damaged items unless the Resort Manager has been advised of that condition.

14. The Resort Manager is provided with a pass key to all rooms. In case of any emergency, the Resort Manager, an agent of the Association, or a contractor or worker authorized by the Association or by a VRI employee may enter any Unit, and, in such case, will notify the Owner or Occupant as soon as reasonably possible of the reason for such entry.
15. Neither VRI nor the Association is responsible for any loss or damage to personal belongings. The Association and VRI shall not be responsible for any belongings left in the Unit at the expiration of a use period.
16. Owners may lend their use period to others without charge and may invite guests to share occupancy of their assigned Unit during their use period, provided the maximum allowable occupancy limits are not exceeded. If an Owner intends that a guest will use his/her Unit, the Owner must inform VRI by mail or email at least two weeks prior to the time, stating the name(s) and address(es) of the guest(s). Upon check-in, guests will be required to show proof of identification and sign a registration card.
17. The maximum allowable occupancy for a studio Unit is two individuals; for a one-bedroom Unit, four individuals; and for a two-bedroom Unit, six individuals. There are no exceptions to these limits, which are dictated by the fire code.
18. Owners, Occupants, and visitors are prohibited from smoking or vaping in the Units, on the Unit decks, and anywhere else on the resort property, except for designated smoking areas. A \$250.00 fine is assessed for each individual who is found violating this policy. Owners will be responsible for fines relating to Occupants of their Unit and their visitors (except where a rental of the Unit is made through VRI or the Unit is occupied through an approved exchange program, in which case the Occupant will be responsible). In the case of rental of a Unit owned by the Association, the Occupant will be responsible.

## UNIT INVENTORY

It is our goal to ensure that you have everything you need for a comfortable and relaxing vacation. Please take a moment to verify that the items listed below are available in your Unit.

Should you find that anything is missing, please notify the front desk. We will be happy to replace it.

- 2-Bedroom: 8 piece dishware / 6 glassware
- 1-Bedroom: 6 piece dishware / 6 glassware
- Studio: 4 piece dishware / 4 glassware
- Serving Platter & Bowl
- Sugar Bowl & Creamer
- Potholders/dishtowels
- Cutting board
- Knife block



- Dish drainer
- Dish soap/sponge
- Paper towels
- Cutlery
- Cooking utensils
- Corkscrew
- Measuring cups/spoons
- Rubber spatula
- Peeler
- Shredder
- Masher
- Can opener
- Whisk
- Tongs
- Soup ladle
- Grill lighter
- Colander
- Pitcher
- Mixing bowls
- Salad bowl w/ servers
- Casserole dishes
- Pots, pans with lids
- Coffee pot / filters
- Salt & pepper
- Tea kettle
- Placemats
- Dustpan/brush
- Hairdryer(s)

Other Items Available at the Front Desk:

- Iron/ironing board
- Blenders
- Lobster claw crackers
- Stock/lobster pots
- Egg slicer
- Beaters
- Drain stoppers
- Cupcake/muffin pans
- Bread/loaf pans
- Baking sheets
- Electric mixers
- Beach towels
- Board games
- VHS movies

... and more! Just come in and ask. Maybe we have it! Suggestions? Let us know!

# HOUSEKEEPING SERVICES & OTHER INFORMATION

We provide trash/recycle material removal on Monday, Wednesday, and Friday. Trash/recycle dumpsters are available on the property for you to utilize if necessary. Recyclable material includes paper, cardboard, glass, plastic, and aluminum cans. Please use the proper bin!

Due to the necessity of water conservation, towel exchange will take place only on Wednesday. Please be mindful that fresh water is one of Block Island's most precious resources. Help us in our efforts to reduce water and energy consumption.

## USE OF FACILITIES

Visitors should be accompanied by an Owner or Occupant when using the Common Areas or recreational facilities.

## POOL RULES

### NO LIFEGUARD ON DUTY - USE POOL AT YOUR OWN RISK

- Shower before entering the pool.
- Children under eighteen (18) MUST be supervised and accompanied by an adult. NO EXCEPTIONS.
- No one is allowed to swim in the pool alone.
- No diving.
- No running, jumping, or rough housing.
- No glass or bottles in the pool area.
- No food or drinks in the pool area.
- No smoking or vaping in the pool area (or elsewhere, except in designated smoking areas).
- No diapers in the pool; infants are required to wear rubber pants.
- No floats in the pool.

**NEVER PROVIDE PASSCODE and PLEASE POLICE YOURSELVES**  
**Violators of pool rules will be evicted from the pool and can face fines up to \$250.00**

# TENNIS COURT RULES

- Tennis and pickleball only.
- No bike riding.
- No skateboarding.
- No rollerblading.
- No other activities that could mar the surface or damage the net.
- Please limit play if others are waiting.

## **NEVER PROVIDE PASSCODE and PLEASE POLICE YOURSELVES**

**Violators of tennis court rules will be evicted from the tennis court and can face fines up to \$250.00**

# PARKING

Parking areas can be used only for parking operable passenger vehicles. Vehicles may be parked only in designated parking spaces.

# EMPLOYEES

In order to efficiently utilize employees and minimize the cost of performing maintenance work, Owners or Occupants shall not be permitted to directly give orders or directions to any employee or contractor of the Association or VRI. All requests for service shall be directed to the Resort Manager.

Any complaints regarding the condition of the property or the service rendered should be in writing and delivered to the Resort Manager or an officer of the Association.

# VIOLATIONS

VRI and the Resort Manager are responsible for implementing these Rules and Regulations, and it is expected that all Owners, Occupants, and visitors will cooperate fully. Failure to abide by these Rules and Regulations or the terms and conditions contained in the Condominium or Time Share Declaration may result in suspension of certain rights and privileges as an Owner, including non-acceptance of future reservation requests.

# AMENDMENTS

Additional rules and regulations and amendments to these Rules and Regulations may be made from time to time by the Board of Directors without notice to or the endorsement of the Owners.



## Rules and Regulations

Welcome to the Neptune House resort! We are proud of our facilities and are pleased to welcome you. In order to provide an enjoyable experience for all our owners and guests, and to assure fairness and safety for everyone, we ask you to sign below to acknowledge that you understand our Rules and Regulations and that you agree to follow them.

1. Neptune House maintains a strict No Pet Policy with the exception of service animals. Any pet found in your unit will result in a minimum fine of \$250 and a request that you vacate the property.
2. INVENTORY – Unit inventory is taken before and after you leave. Please review the inventory checklist located in the Guidebook upon arrival. If anything is missing or broken, please notify the front desk immediately. Any broken or missing items will be charged accordingly.
3. CHECK-OUT TIME IS 10:00 AM. Please follow the check-out procedures provided by the house-keeping staff and referenced in the Guidebook. Late departures are subject to an added charge.
4. QUIET HOURS – 10:00 PM TO 7:00 AM. This is strictly enforced and may lead to law enforcement being contacted and you vacating the property.
5. SMOKING AND VAPING are prohibited in the units, on the unit decks, and anywhere else on the resort property, except in designated smoking areas. A \$250.00 fine is assessed for those individuals who are found violating this policy. Owners and other occupants are responsible for fines relating to their guests.

### POOL RULES

#### **NO LIFEGUARD ON DUTY - USE POOL AT YOUR OWN RISK**

- Shower before entering the pool.
- Children under eighteen (18) MUST be supervised and accompanied by an adult. NO EXCEPTIONS.
- No one is allowed to swim in the pool alone.
- No diving, running, jumping, or rough housing.
- No glass, bottles, food, or drinks in the pool area.
- No smoking or vaping in the pool area (or elsewhere, except in designated smoking areas).
- No diapers in the pool; infants are required to wear rubber pants.
- No floats in the pool.

### TENNIS COURT RULES

- Tennis and pickleball only.
- No bike riding, skateboarding, rollerblading, or other activities that could mar the surface or damage the net.

#### **NEVER PROVIDE PASSCODE and PLEASE POLICE YOURSELVES**

**Violators of the rules will be evicted from the pool/tennis court and can face fines up to \$250.00.**

**I acknowledge receipt of a copy of these rules and regulations.**

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**Owner/Guest Signature**

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**Date**