

## Frequently Asked Questions (FAQs)

1. Does the new \$5 surcharge apply to per a night or per a person?

Answer: The new \$5 surcharge is on the per night charge for the rental of lodgings in the Township.

2. Does the \$5 surcharge apply to all bookings that are post July 1, 2019?

Answer: If you have bookings that are booked or contracted prior to July 1, 2019 for dates that are after July 1, 2019, the \$5 surcharge would not apply. For example, if you have any bookings for any month after July 1, 2019 that were booked prior to July 1, 2019, the surcharge would not apply.

3. What if I received a notice about the \$5 surcharge and no longer own the property?

Answer: Please disregard the notice and please notify Community Development at (775) 782-9037 to inform them that you no longer own the property.

4. What if I converted my property to a long-term rental, would I need to pay for the Transient Occupancy Tax (TOT) or the \$5 surcharge?

Answer: No, you would not. TOT and the surcharge only apply to properties that have guests that stay for less than 28 days. Please keep paperwork that shows that you have a long-term rental for auditing purposes and please notify Community Development at (775) 782-9037 to inform them that you converted your property to a long-term rental.

5. If I have problems with submitting my payment electronically through **HOST compliance**, whom do I speak with?

Answer: Please contact HOST Compliance at:

Phone: (415) 715-9280 (M-F from 7AM to 4PM Pacific Time)

Email: [customer.success@hostcompliance.com](mailto:customer.success@hostcompliance.com)

6. If I have problems with submitting my payment electronically through **HDL**, whom do I speak with?

Answer: Please contact HDL at:

Phone: (530) 768-2502

Email: [support@hdlgov.com](mailto:support@hdlgov.com)

7. How do I pay quarterly?

Answer: You have to have three or fewer Units, no delinquencies within the past 12 months, and request to pay quarterly.

8. I want to submit my quarterly payment electronically, is that a possibility?

Answer: Unfortunately, HOST Compliance does not allow quarterly payments at this time. Please submit your quarterly payments via paper form located at:

<https://www.douglascountynv.gov/cms/One.aspx?portalId=12493103&pageId=13612059>

9. If I am in the Valley or am a Commercial Owner such as a Casino, could I submit my payments electronically?

Answer: Yes, through HDL located at: <https://douglascounty.hdlgov.com> .

10. What items are considered taxable and non-taxable?

#### Taxable

Room rate

Advance deposits, forfeited deposits, no show charges Air conditioners

Timeshare "Bonus-time" Rentals

Booking/Processing fees

Cable hook-up, connection fees Cancellation fees (charged to individuals) Charges for extra linens, towels, etc. Cribs

Extra person fee Firewood

Group rebates

In-room vaults/safes Iron/ironing board Late/extended check-out fees

Maid/cleaning fees (including extra cleaning fees) Mandatory baggage handling fees retained by the property Mandatory housekeeping fees retained by the property

Mandatory charges/fees directly related to occupancy of transient lodging

Mandatory daily local phone fees Mandatory room gratuity Microwave

Penalties

Pet charges

Refrigerator

Resort fees  
Rollaway/extra beds  
RV dump fees, if not included in rate  
RV utilities, if not included in rate  
RSCVA subsidies  
Television/VCR fees  
Tents and tent space rental fees  
Upgrade/Upsell fees/charges  
Utility Surcharges

Non-Taxable

Health club or spa  
In-room facsimile ("fax")  
Cancellation, attrition fees (from contract groups) In-room internet access  
In-room movies Laundry/dry cleaning  
Local phone fees (when charged per call) Long distance phone fees  
Mini bar  
Parking (valet or self)  
Room service (food, beverage, gratuities, etc.) Mandatory baggage handling fees paid to employees  
Mandatory housekeeping fees paid to employees  
Surcharge

11. Does the Transient Occupancy Tax apply to campgrounds?

Transient Occupancy Taxes are assessed for private campgrounds. Transient Occupancy Taxes are not assessed for the Nevada Beach campground because the property is owned/administered by the federal government, and the County does not have authority to assess occupancy taxes for such property under applicable law/county code.

12. What is the definition of a lodging?

Please refer to <https://www.leg.state.nv.us/SpecialActs/07-TahoeDouglasVisitors.html> for the definition.