

Terms and Conditions:

General

All bookings are subject to the following terms and conditions:

1. A reservation request is not a confirmed booking. A booking will be confirmed when 25% of total lease has been received.
2. Full payment for rental is due not later than 12 weeks prior to arrival date. Bookings made within 12 weeks of arrival are payable in full at the time of the booking.
3. The security deposit hold on your credit card is to cover loss or damage to the rental property in excess of normal wear and tear during your stay. The property should be left clean and undamaged. If the property is not left in a suitable condition, it may be necessary to charge the security deposit for costs to cover extra cleaning or repairs. We do not charge your card, but place a hold at check in, just like hotels do. If there are excessive damages, your card is charged appropriately at that point.
4. The security deposit will be released from credit hold upon confirmation from the host that the property has been vacated in a satisfactory manner.
5. It may be necessary during your stay for staff or agents of the Host to enter the premises in order to perform routine maintenance or repairs. If this is needed, we will alert you in advance with the contact information you've provided.
6. If you experience any problems during your stay, please contact the Host immediately, who will rectify the matter as soon as practically possible.
7. The pool heater is set and locked to a standard water temperature if pool heat was requested and paid for. The heater is set to operate at set hours during the day, this ensures that guests paying for the heating service get the optimum benefit from the heating at normal times, and that we comply with the operating requirements of the system as laid down by the manufacturers. The actual water temperature will vary with the ambient temperature, time of use and prevailing weather conditions. When ambient temperatures are below 50 degrees at night, the pool will not be capable of heating up to the set temperature during the day. Money paid for pool heat will not be refunded if ambient temperatures cause it to be inefficient unless guest notifies host PRIOR to arrival, they wish to leave the heater off during their stay.
8. For mountain properties, AWD is required for certain cabins and that note is made on those listings. During rain, leaf, and snow covered roads, it can become slippery so additional caution is required. We do NOT recommend traveling to or from the cabins when snow is present on the roads. We will ask you to notify us and stay until it has melted if there is snowfall the morning of your departure. Refunds are not given for weather disruptions or your vehicles inability to access the home. Months with likely snow are mid-December to mid-February, but roads will remain clear as long as there is sun to heat them.
9. Items left behind may be returned for a \$25 charge plus packaging & shipping

Rules

1. **Animals and pets are not allowed in the house without prior permission from the Host. If an animal is found to have stayed without permission, you will be responsible for our \$25/night per pet fee up to your full security deposit. Animals who are approved must not use furniture or beds, are not allowed in pool, and all solid waste must be bagged from yard and disposed of into larger trash bags. No aggressive breed dogs will be permitted per HOA regulations.**
2. **Smoking is NOT ALLOWED in our homes or garages. Fees will be applied for professional ozone cleaning. Minimum \$100/room.**
3. **Quiet hours are 10 pm - 7 am. Loud parties are not permitted at any time. The Sherriff's department will be called – you may be removed and you will forfeit your reservation payment and potentially your security deposit.**

4. Checkout is 10 am unless otherwise agreed to by owner in writing. Guest may be charged \$100/half hour for late checkout as our cleaners will be on time to have the home prepared for the next guest.

5. ALL trash must be bagged and placed in trash receptacle for pick up.

6. If home is inside a resort community, each vehicle entering the resort must have a registered driver on file with security and all guests must be registered in advance of check-in by the owner. No last minute guest passes will be permitted.

7. Do NOT put anything down drains except water. Cooking grease, food, etc. must be disposed of into trash.

8. Never sit, stand or climb onto hot tub covers. They will break and replacement is \$600+. No oils, bubbles or soaps of any kind allowed. Damages will be assessed.

Cancellation Conditions

1. We reserve the right to cancel the reservation if payment has not been received in accordance with the conditions above.

2. Should rare circumstances beyond our control require us to cancel a booking, you will receive a full refund of all monies paid to date and no liability can be accepted. We will make our best effort to accommodate you in another home.

3. All cancellations by guests must be received in writing and are subject to the following charges:

- More than 60 days of arrival date = 100% refund, minus booking fee
- Less than 60 days of arrival date = *security deposit & cleaning fee *unless another guest accepts the booking, then you will receive the amount secured for the replacement reservation.

****All guests are strongly advised to have adequate holiday/travel/medical insurance for all members of the party. Travel insurance may cover the cost of cancellation for reasons beyond your control.** We recommend: <https://5StarStay.pablow.io> .

Liability Limitations

1. The Owner/Host accept no responsibility or liability for loss or injury while staying in the property or using the facilities of the development. Guests are required to have appropriate insurance for the period of their trip. Loss or injury should be notified to your appropriate insurance company immediately.
2. The Guest will hold harmless the Owner/Host from responsibility or liability for any loss or injury resulting from the use of the bunkbeds, spa, hot tub or pool and all other facilities.
3. Parents must, at all times, supervise children when using pool, spa, hot tub facilities and the facilities of the development. Glass is not permitted in the pool or hot tub area. Usage of the pool, hot tub and spa are at guests own risk.
4. The Owner/Host accept no responsibility or liability for failure of equipment in the rental property. After notification of failure, the Host will rectify the problem in a reasonable and timely manner.
5. The Owner/Host accept no responsibility or liability for the unavailability of any of the facilities of the development due to unforeseen circumstances.
6. The Owner/Host accept no responsibility for and shall not be liable in respect of loss/damage/cancellation or changes caused by major events (eg. Strikes, weather, fires, airport closures, pandemic etc.) or any other event beyond our control.
7. For mountain properties, bears are a known wild animal in the area. Owner/Host is not liable for bear damage of personal property. Food, drink or trash should never be left inside vehicles.