

Alpine Property Management, LLC Rental Agreement

Please read your Vacation Rental Agreement carefully upon booking and sign and date at the bottom of the document . Any monies received by Alpine Property Management, LLC (herein referred to as APM) for occupancy of Vacation Property indicated the acceptance of the terms of of this Vacation Rental Policy in full. All policies are strictly enforced.

It is the responsibility of all guests and members of their party to be familiar with all policies pertaining to rental.

RENTER REQUIREMENTS: For legal and accounting purposes, the person placing the reservation must be the same as the credit/debit card holder. This person is considered to be the Guest. All other persons involved with the rental are considered to be the Guest's invitees, and all discussion regarding reservation, cancellation, and damage policies will be discussed with the Guest, not the Guest's invitees. The Guest understands that Alpine Property Management rents to responsible adults over the age of 25 ONLY.

DOWN PAYMENT/ PAYMENT: A reservation can be made with a 50% down payment paid by credit card when the reservation is made. Full payment is charged the day the reservation becomes non-refundable. If the reservation has a 14 day cancellation policy the final payment will be due 14 days prior to check in. The credit card must have an expiration date that extends beyond your stay. If a reservation is made less than 14 days prior to arrival, full payment is due when the reservation is made. Please let us know if you would prefer to pay by check or money order. All returned checks do incur a \$35 fee. If you have booked with Air BNB you will have paid them in full at time of booking.

BALANCE PAYMENT: We will automatically charge the card on file once the reservation has become non-refundable. You can choose to use a different credit card to pay that balance.

DAMAGE POLICY: Alpine Property Managment requests a security deposit to be held with a valid Visa, Mastercard, American Express or Discover card 30 days from the rental period. APM does not charge the card so long as these specific items are followed: (1) no damage was done to the property during the guests rental period other than reasonable wear and tear, (2) all keys are accounted for, (3) no items are missing, (4) all check out procedures were followed, (5) all Rental Agreement policies were followed, (7) no miscellaneous charges were incurred, e.g., unpaid rental fees, guests or pets, additional cleaning fees, or other charges.

As a condition to the rental of all Vacation Properties, Alpine Property Management reserves the right to charge the Guest's credit card for any and all uncovered Guest/Invitee caused losses and damages sustained to the Vacation Property throughout the duration of their period of occupancy. In the event of any uncovered Guest/Invitee-caused loss or damage to the Vacation Property, including, but not limited to, undue cleaning, eviction, service calls, service charges, fines/assessments, repairs or replacements, plus all applicable taxes, Alpine Property Management is hereby granted the right to charge the Guest's credit card. An itemized

statement outlining all associated costs will be sent via regular or electronic mail to the address submitted by the Guest at such time as the reservation was booked. By written or electronic endorsement of this Agreement, the Guest hereby agrees to pay for all such charges, as defined above and on the proceeding pages.

UPON ARRIVAL: Take a look around the house or condo. If there are concerns or issues with your rental property, please immediately contact our office (leave a message if there is no answer). No refunds or considerations are given unless we were notified of problems during your stay.

EMERGENCIES/ MAINTENANCE: In the event of a problem getting into the property or if there are problems with condition or functionality of the property, please immediately contact the Alpine Property Management office at (970) 349-5303. If it is after hours you will be given another number to call. Please leave a message in both places.

ARRIVAL TIME: Check in time is 4 pm please do not check in prior to this time. This ensures that the property is ready for your arrival. Due to COVID-19 we are not allowing any early check ins at this time. You will be charged for an additional night if you are found in a property prior to check in time.

DEPARTURE TIME: Check out is at 10 am. Again due to COVID-19 we are not able to allow a late checkout. If you are found in a residence past the checkout time you may be assessed a late checkout fee of 1 nights stay. Please be sure to leave a key in the lockbox so that our housekeeping staff can get into the property to clean after you depart.

CANCELLATIONS: **We have altered our cancellation policy and you can cancel, for any reason, with a \$100 cancellation fee up to 14 days prior to arrival. This applicable for any reservations that end by 4/4/2021. If Gunnison County, the State of Colorado, or Crested Butte Mountain Resort has to shut down due to Covid-19, we will refund you if you cannot come, or will refund any unused nights in your reservation if you are already here and have to leave early. After 4/4/2020 cancellations can be made up to 30 days before the first day of your reservation less a \$100 cancellation fee. Cancellations made with less than 30 day's notice will result in 100% loss of all rental payment. If we can replace your reservation and rebook the dates, we will credit you any monies that we are able to recoup up to your full rental amount over your rental period less a \$100 fee. There is no guarantee implied that we will be able to re-rent the property to another guest.**

POWER/ WEATHER RELATED CANCELLATION: Alpine Property Management does NOT issue refunds due to acts of nature such as: weather, road conditions, snow conditions, power outages or forest fires.

VACATION RENTAL INSURANCE: CSA Vacation Rental Insurance and Travel Guard are companies that offer insurance against cancellation or interruption of your stay, travel delay,

baggage delay, rental car damage, and emergency/medical/dental expenses. You may wish to purchase one of these policies to ensure against any unforeseen issues that could happen before or during your vacation.

CHANGE IN NUMBER OF GUESTS/CONDUCT OF GUESTS: Guest(s) agree(s) that more than the number of people stated on the reservation shall not occupy the premises. If there are more people than the property allows, this is grounds for termination of the contract and a charge of no less than \$200. The rental is not intended for parties, weddings, rehearsal dinners or gatherings that exceed the maximum number of guests allowed in the unit. Exceptions are made on an individual basis - please contact Alpine Property Mgmt for prior approval. If there is excessive noise or music, any illegal activity, or evidence of violation of these policies, you may be asked to vacate the premise without any refund and additional charges may be assessed. Please inform us of any change in the number of guests before your arrival so the property can be prepared appropriately for your group.

CLEANING FEE(s): A non-refundable cleaning fee is required with all reservations. This fee is for our housekeepers who completely clean the property prior to your arrival. Guest(s) are required to follow all check out procedures detailed in this agreement and leave the property in the same general and good habitable condition it was in when the Guest(s) arrived. Undue and/or unreasonable cleaning of the property shall be charged to the Guest's/Cardholder's credit card as an Additional Cleaning Charge at a rate of up to \$35/hour, with a one hour minimum. This also applies to the property exterior, grounds, BBQs and hot tubs (if so equipped).

DEPARTURE REQUIREMENTS: Please follow the departure guidelines that are sent to you prior to checkout by email or text and that are also posted in the property.

LINENS & TOWELS: Bath towels, sheets, pillows and blankets are provided. Most properties have spare sets of linens if you need them. Please be sure if you do use 2 sets of linens for any of the beds during your stay that you wash and dry one set and have that ready for the housekeepers to put back on the beds. Failure to do this could result in extra cleaning charges.

SMOKING: Smoking of any kind is NOT permitted in any Alpine Property Mgmt property. Smoking is allowed outside as long as butts and ashes are disposed of properly in an outside container. Do not bring them into the property. If there is any smoke smell in the property after your departure (other than from a wood burning fireplace), there will be a minimum \$250 charge plus any applicable cleaning fees at \$35/hr. Oil lamps and incense are not permitted to be burned in any property.

PLUMBING: Do not put any feminine products in the toilet. Plungers are provided in every unit if a clog occurs. Our policy is that if you clog it you plunge it! If you need assistance, please call us but be aware that you may be asked to pay a minimum of \$50 for this service plus any other fees due to your group causing a clog in the toilet. Please do not pour grease down the drain.

Please appropriately dispose of grease in the trash can. Garbage disposals should be used minimally.

SATELLITE TV, INTERNET & PHONE CALLS: All properties are privately owned and have different subscription packages for cable and/or satellite and internet. Alpine Property Management does not guarantee any programs, events or reception. Guest(s) are liable for ordering any Pay Per View - if Guest(s) does not use their own credit card for ordering, programming charges plus an additional \$5.00 processing fee will be charged to the credit card we have on file. Some properties are equipped with a telephone; calls within the U.S. are permitted.

WOOD STOVE/FIREPLACE: If wood is provided at your property, it is provided for indoor use only! Do not put anything except wood or wood products in the wood stove/ fireplace. Do not put any flammable material on or near any heat source, such as the electric baseboard or wood stove. **DO NOT LEAVE THE PROPERTY WITH A FIRE IN THE WOOD STOVE OR FIREPLACE!**

PETS: ONLY if you are renting one of our dog friendly properties and you have alerted us that you are bringing a dog and paid the pet fee may you bring your dog. 1 dog is allowed, sometimes exceptions may be made to accommodate a 2nd but you must contact the office to confirm. Unauthorized occupancy of pets will result in immediate eviction and loss of all rents and deposits. If discovery of unauthorized pets is made after your departure you will be charged a \$250 fee plus any cleaning fees at \$35/hr. While we love all dogs due to insurance reasons we cannot allow any of the following breeds: American Standard Terrier (also known as a Pit Bull), Akitas, 1/2 wolves, Chows, Dobermans or PresaCanarias or any dog that has any history of biting anyone. If you are given permission to bring a pet the following rules must be followed:

- 1) Pay the applicable pet fee.
- 2) No pets on any furniture or bedding.
- 3) All waste must be picked up and placed in the garbage cans tied securely in trash bags. (Please remember we have garbage service once a week and housekeepers have to remove your trash with their vehicles!)
- 4) No pets in the hot tub or bath tub.
- 5) Please try to bring your pet with you on your adventures here in CB. If you can't don't leave them for long hours in the home by themselves.

HOT TUB/POOL USE & RULES: If you are at a property that has a hot tub or pool use of the hot tub/pool is strictly at your own risk and liability. Our maintenance crew sanitizes and replenishes chemicals in our properties with private hot tubs prior to your arrival and about 4-5 days after that. If you are staying in a condominium, the condominium complex has a home owners association that has hired an outside company to manage the property and thus the pool/hot tub and surrounding facilities. This particular company is in charge of balancing and maintaining the hot tub/pool. Please follow all posted signs in regard to these. Please note that due to COVID-19 not all hot tubs or pools will be open if they are part of a multi unit complex due to county or state health orders.

- 1) ALWAYS SHOWER OR BATHE BEFORE AND AFTER USING THE HOT TUB! Body oil, makeup, hair products, etc. clog filters!
- 2) An adult must always accompany children under 18.
- 3) Do not sit, stand or lie on the tub cover; the covers are somewhat fragile and easily damaged. They are expensive and you will be charged for a replacement cover if we find that you have damaged the cover by doing one of the things aforementioned. Tub covers cost about \$550.
- 4) Unhook the safety strap before removing the cover.
- 5) Replace cover when you are not in the tub and secure the safety strap (if provided) to conserve heat, for safety, and to keep debris out of the water.
- 6) Use non-breakable drink containers in the tub area.
- 7) DO NOT ADD ANYTHING TO THE HOT TUB WATER such as bubble bath & oils, even if they say they are compatible.
- 8) If the water level is low (below the filter intake) add more water or call, as low water can destroy the pump.
- 9) If the water looks cloudy or dirty, please call the office at (970) 349-5303. Do not use the hot tub until it can be properly balanced. If it is found that the service is necessary due to Guest abuse, the Guest will be responsible for the charges.
- 10) Only guests that are authorized to be staying at the property may use the hot tub.

(*Hot tubs may be drained and refilled before your arrival; therefore, it may not be warm until later that evening.)

LEFT ITEMS: Please check carefully for belongings before you leave. We are happy to send back items that you may have left but please call the office ASAP after you realize you did leave something. That helps us collect it and get it to you. We do ask that you pay for the shipping.

RIGHT OF ENTRY: Guest(s) agree that Alpine Property Management reserves the right to enter the rental property at any time to investigate disturbances, check occupancy, check for damage, to make such repairs, alterations or improvements as we may deem appropriate, or to show the property to prospective purchasers if the property is for sale (guests will be notified of a sale property prior to booking). If a property is for sale, we will do everything we can to pick a time that works best for you. We try to not allow any showings with less than a

24-hour window. We prefer to not bother you and let you enjoy a quiet vacation but obviously need to put this in our contract in case we need access to the property.

SECURITY & SAFETY RISKS: Although we feel that we live in a very safe place here in Crested Butte, it is up to you whether you wish to lock the door as you depart your rental property. Keep in mind when you rent the property that you assume responsibility for it and its contents, as well as your personal property. Guest is responsible for lost key replacement costs. If the property has candles, please use common sense and do not allow children to handle or play with them. Do not leave them burning when you leave the property or when you go to bed.

WINTER CONDITIONS: We will always attempt to have the driveway and walkways clear of snow and ice before your arrival. A shovel is provided should you need it during your stay. Please be cautious when there are icy conditions. During the winter months, it may be required to carry chains or have traction tires. You will be notified if 4-wheel drive is needed to access a driveway prior to booking in winter months. Please note that many of our properties, owners have elected to hire specific plowing companies to keep their driveways clear. Most plow only if there are 6 inches of snow or more from roughly 6 am-6 pm on any given day. You are on a plowing schedule with them and they have many properties to clear. You will get cleared but be patient! Keep in mind that we cannot control the street plow or when it comes by. It can berm you in and if it is after hours, we will clear the berm the next day. If you are struggling to get out of your driveway, you can contact us at the home office and we will try to help you out. If you cannot get out of the driveway due to an inappropriate vehicle or tires, we will still try to help you but you could incur charges for us to do so. All condominium complexes HOA's are in charge of their own snow and ice removal.

RISK OF FALLING SNOW - You and your guests understand that Crested Butte receives a tremendous amount of snowfall during winter months. You and your guests agree that it is your obligation to avoid snow or ice falling from roof structures of the property and to prevent damage to your personal property from any such snow or ice falling from the roof structure. In no event will Alpine Property Management (APM) or the owner of the property be liable for damage to personal property (including but not limited to personal injury and damage to any vehicle) caused by snow or ice falling from the roof structure or from snow and ice on the property in general.

INDEMNIFICATION & HOLD HARMLESS: While APM and its Property Owners strive to maintain Vacation Properties in the finest condition, no guarantees are expressed nor implied regarding suitability or for any particular purpose. The undersigned, and their guests and invitees shall use the Vacation Property structures and premises at their own risk. APM and its Property Owners shall not be held liable or otherwise responsible in any way for injury to the undersigned, their Guests and/or their invitees, that is caused or permitted to be caused by the intentional or unintentional acts of said undersigned, their Guest(s) and/or invitees, or by the failure of structures, appliances, (including hot tubs and BBQs) furnishings, and/or other equipment, whether by malfunction, misuse, acts of God/nature, and/or are otherwise naturally occurring. No guarantees are expressed nor implied as to the suitability of utilities

and other services provided to the Vacation Properties and adjacent structures and premises. No guarantees are expressed nor implied regarding the suitability/compatibility of materials utilized in the construction of the Vacation Property and/or its contents. APM and its Property Owners shall not be held liable nor otherwise responsible in any way for allergic reactions to the undersigned, their Guest(s) or invitees, caused or permitted to be caused by materials utilized in the manufacture of the Vacation Property and/or its contents, nor from mold and/or airborne spores, nor from pet/animal allergens, nor from chemical agents including, but not limited to appliances, linens, carpeting, utensils, fixtures, hot tubs, and/or other equipment. By written or electronic endorsement of this Agreement, the undersigned and their guest(s) and invitees, her or his heirs, representatives, successors and assigns, hereby agree to forever hold-harmless and indemnify APM and its Property Owners from and against all claims, demands, loss, liability/responsibility of any kind and character, including cost of defense, arising out of or in any way connected with the undersigned their Guest(s) or invitees use of the property.

By signing below you agree to all terms and conditions of this rental policy.

Thank you so much for booking with us. We appreciate your business and look forward to seeing you!

Ashton and Shay

Alpine Property Management, LLC

P.O. Box 2303

Crested Butte, CO 81224

(970) 349-5303