



Confirmation of Reservation

#46 Tennis Village

- **CANCELLATION POLICY:**
For all Summer / Holidays, cancellations made within 90 days of arrival date require full forfeiture of rental deposit, and for Ski and Low Season, cancellations made within 60 days of arrival date require full forfeiture of rental deposit. All cancellations made within 45 days of arrival date require full forfeiture of all rents & deposits paid. We reserve the right to cancel any reservation due to circumstances beyond our control. There are no refunds due to natural or man-made disaster, electrical blackout, loss of telephone service or any event beyond our control.
- **RESCHEDULING:** Outside of 90/60 days prior to arrival: We will credit you the full amount with no fee toward your next stay. Rescheduling inside of 90/60 days prior to arrival: \$150 Fee & if we can rent out the same time for the same rate we will refund the amount you have paid minus \$150. If we are unable to rent out the same time, or any part of the same time for a lesser rate, there will be a \$150 fee and the amount we may have collected from the new guests will be refunded to you. Any remaining amount over what was collected and what you had paid will be credited toward your next stay. If the second reservation is rescheduled again and we are unable to rent out the same time, or part of the same time for a lesser rate, the difference will be forfeited.
- **CHECK IN:** You will check in at the front desk at the Sunriver Lodge to receive your keys and guest pass. We will email you instructions before you stay.
- **RATES:** Rates, promotional specials, and nightly minimums vary and are subject to change without notice. Other restrictions may apply. Cleaning fees are not refundable and are in addition to the nightly rate.
- **RENTAL DEPOSITS:** Entire balance is due 45 days prior to arrival. Generally, a rental deposit (see schedule below) is due a maximum of seven days after making reservation. Sorry, we do not hold time open without a deposit. Balance of rent is due 45 days prior to arrival and is not refundable if dates are shortened. See Cancellation Policy above for additional cancellation restriction. **DEPOSIT SCHEDULE:** \$300 deposit for each week stay.
- **SECURITY DEPOSITS:** A minimum security deposit of \$400.00 is due before arrival. Security deposits will be returned within approximately 10 days barring any damage to home or breach of the rental agreement.
- **PETS:** Are allowed with deposit. Not reporting having a pet will cause forfeiture of security deposit. You must clean up after your pet, or incur a \$10 fee.
- **DAMAGES & CLEANING:** Damage to the rental home left in an unreasonable condition or excessively dirty are the financial responsibility of the registered guest. There could be additional cleaning charge applied.
- **BICYCLE LAWS & IN-LINE SKATING:** Oregon law requires persons 16 years of age and under to wear a helmet if being transported on or attached to any bicycle. Each bike is serviced regularly, however, we do not guarantee the condition of bicycles. In-line skating is prohibited in Sunriver
- **SUMMER CONDITIONS:** Summer conditions in Sunriver prohibit the use of charcoal barbecues and outdoor fireplaces.
- **PARKING:** All vehicles must be parked in the parking lot. On-street parking is prohibited. R.V.'s require special arrangements.
- **SUNRIVER LODGE GUEST BENEFITS:** We cannot guarantee all the Lodge Guest Benefits as they change them time to time without our knowledge. We do try to make changes and notify guests if they do change.
- **REPAIRS, EQUIPMENT, AMENITIES:** Homes are furnished with towels, linens and fully equipped kitchens. A small supply of certain cleaning items and toiletries are provided. Refills of supplies are not provided. Repairs to malfunctioning equipment will be performed as soon as possible. Equipment function cannot be guaranteed 100% of the time.
- **CHECK-IN-TIME:** Generally check-in-time is 4:00 p.m.; however, during major holidays, busy weekends, and June 15th through Labor Day you check in may be delayed approximately thirty minutes. Please plan your trip accordingly.
- **REGISTERED GUESTS,** must be 25 years of age or older. Subletting of the home is prohibited. Any illegal activities will result in full forfeiture of rental deposit, rents and removal from the home.
- **SMOKING:** This home is smoke free: Smoking inside the home will forfeit entire security deposit. If you smoke outside you must dispose of any cigarette butts.