



Reservation Agreement

#21 Wildflower

- **CANCELLATION POLICY:**
For all cancellations prior to 60 days before check-in, will receive 100% refund of the amount that has been paid. If the cancellation is between 30 and 60 days prior to check-in, will receive 50% of the amount that has been paid. Cancellations under 30 days prior to check-in require full forfeiture of rental deposit. 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.
- **CHECK IN:** You can proceed direct to the home. You will be provided all the check in information prior to your 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. A rental deposit is due a maximum of seven days after making reservation. Sorry, we do not hold reservations with out 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.
- **SECURITY DEPOSITS:** A minimum security deposit of is due before arrival or purchase Damage Protection during booking. Security deposits will be returned within approximately 10 days barring any damage to home or breach of the rental agreement.
- **SHARC PASSES:** There are 6 SHARC/Recreation passes for this home: Any missing pass results in a \$75 fee. If you accidentally take a pass home and there are guests due in that day, you will be liable for the amount, for those guests to acquire a pass.
- **PETS:** No pets are allowed. Having a pet will cause forfeiture of security deposit, rents paid and voids the rental contract.
- **DAMAGES & CLEANING:** Damage to the rental home or left in an unreasonable condition or excessively dirty are the financial responsibility of the registered guest. This means if you spill something you clean it up. This includes the cooktop and oven. If you disconnect TV cables and they are not put back in the correct manner, there will be a charge for our maintenance man to reconnect them. If wood stacks or outdoor items are not where they were when you arrived, or if your kids make a fort out of branches or move the firewood, there will be a charge to put thing back where they belong. So please take a walk around the home before departing. There could be additional cleaning charge applied if the check out items are not completed. Please remember, this is not a hotel room, it is our home also, so please be respectful, with respectful being the key. Our housekeeper is the one determining any extra cleaning charge based on the time it takes her to clean. If you move any furniture it must be returned to its original position. Our housekeeper cannot move furniture, and do not move the beds.
- **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. Fireworks are never allowed in Sunriver anytime of the year
- **PARKING:** All vehicles must be parked in the parking lot On-street parking is prohibited. R.V.'s require special arrangements.
- **LOST KEYS:** A \$35.00 lost key fee is charged for each key (front door backup) not returned. If the key is not in the lock box, there will be a charge. Re-keying due to lost keys is the responsibility of the registered guest.
- **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.
- **CHECK-OUT-TIME:** Check out time is **11:00 AM Sharp!** If the housekeeper arrives and it is past 11:00 and you have not checked out, you will be charged \$25. She will not stop if she see's people in the home. She will just go on to her next appointment. This is the agreement we have made with our housekeeper to keep our fee as low as we can. She can be on a very tight schedule and every minute can complicate her schedule. Please make every effort to make this departure time unless other arrangements have been made with us before your arrival.
- **REGISTERED GUESTS,** must be 30 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 or Vaping inside the home will forfeit entire security deposit. If you smoke outside you must dispose of any cigarette butts.