



Confirmation of Reservation

#27 Pole House

- **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:** The check in information will be emailed to you about a week prior to your arrival.
- **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 (one night deposit for each week stay) 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. **DEPOSIT SCHEDULE:** \$300 Deposit
- **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.
- **HOT TUB:** The hot tub is not a bath tub. Please rinse off in the shower before entering the hot tub. If a unexpected water change is needed after your stay there will be a \$25 charge.
- **SHARC PASSES:** There are 10 SHARC/Recreation passes for this home: Any missing pass results in a \$75 fee.
- **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. There are shovels in the garage so you can bury the droppings.
- **DAMAGES & CLEANING:** Damage to the rental home or left in an unreasonable condition or excessively dirty are the financial responsibility of the registered guest. 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.
- **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
- **PARKING:** All vehicles must be parked in the driveway/garage. No on street parking. R.V.'s require arrangements.
- **LOST KEYS:** A \$15.00 lost key fee is charged for each key (side garage door or hot tub key) not returned. 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 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 or garage will forfeit entire security deposit. If you smoke outside you must dispose of any cigarette butts.