

MT. SHASTA VACATION RENTALS- RESERVATIONS POLICY

107 E. Lake Street, Mount Shasta, CA 96067
(530) 926-6400 Fax: (530) 926-3792

PLEASE READ THOROUGHLY

RATES & BOOKINGS: Your reservation is considered to be “booked” once we receive your Credit Card information over the phone. You are agreeing at the time of booking the reservation to our Reservation Policy, which can be reviewed on our website at: www.mtshastavacationrentals.com.

A 2 night minimum stay is required on all non-holiday reservations. Holiday reservations have a 3 night minimum. Rates and unit descriptions are subject to change without notice. Occupancy tax of 8 %(county) or 10% is required to be collected on all properties, per the state of California. In addition, a cleaning and reservation fee is applied to all reservations at the time of booking. Properties that require above average cleaning at the time of check-out will have the additional fee deducted from the security deposit.

Mt. Shasta Vacation Rentals (MSVR) reserves the right to cancel any reservations or substitute rental homes due to circumstances beyond our control. Should the home confirmed by the guest become unavailable for any reason whatsoever, MSVR will inform guest prior to check-in whenever possible. Every attempt will be made to relocate guest to a comparable home, unless guest requests a refund. Guest will be responsible to pay excess rental amount on a substitute home in the event that the rate exceeds the original reservation amount.

CAUTION: You are traveling to snow country! It is imperative that you bring tire chains, a snow shovel and flashlight in case of an emergency when traveling. MSVR attempts to have each home plowed and shoveled out in the event of a storm, but it is not always possible. Be extremely cautious in snow or icy conditions. Neither Mt. Shasta Vacation Rentals, nor the owner of your vacation rental will be responsible for injuries to you or your guests. There will be no refunds for inclement weather, power outages, and difficult access, including road closures, no snow removal or evacuations.

UNIT POLICIES: The owners of these vacation homes have graciously furnished their homes for your comfort and pleasure. Please respect and care for it as if it were your own. Our owners have requested that their units be smoke and pet free (unless otherwise specifically stated). Laws with regard to pets of the handicapped are honored. If you smoke or have pets in the home you will automatically forfeit your \$250.00 security deposit.

Every effort is made to assure accurate descriptions of the properties. MSVR is not responsible for errors in printing, changes made by Owners or matters out of MSVR control, e.g. noise, construction, weather, etc. Complaints regarding accommodations

must be submitted in writing to MSVR prior to check-out for consideration by the Owner. Substitutions and refunds will not be made upon arrival for any reason except required by law.

There are occupancy limits for each home published on our website and included in the property description. These limits cannot be exceeded for any reason other than an infant in a port-a-crib. Exceeding the maximum specified occupancy constitutes a breach of the lease agreement, as well as fire codes, and will result in termination of lease without refund of rent and full forfeiture of your \$250.00 security deposit.

Please exercise normal caution when leaving your valuables in the unit. MSVR is not responsible for lost, damaged, or stolen personal items or belongings left in the unit. A \$20 service fee is charged over shipping costs if we are required to mail you forgotten items.

Guests shall comply with all laws and keep the premises as clean and safe as possible. Your home is located in a residential neighborhood and quiet time must be observed after 10pm. Please respect your neighbors.

TELEPHONES: Each unit has its own individual phone number and will be included in your confirmation letter. Please ask friends and family to contact you directly. There is no switchboard service through Mt. Shasta Vacation Rentals. No toll or long distance calls are to be made on the telephone in the home. Please use your cell phone or calling card. Please make sure when connecting your computer to check e-mail or surf the internet that you connect to a local dial-up number. The Mount Shasta area is much smaller than big cities and therefore sometimes it is difficult to get access locally. You will be charged an additional \$25.00 charge on top of the total of all long distance calls made on the home phone.

CHECK-IN/CHECK-OUT: Our office hours are 8:30 am to 5:00 pm, Monday thru Friday. We are available on Saturday and Sunday by advance appointment, and closed on major holidays. We have an "on call" pager for true emergencies while you are in occupancy in one of our homes. Our on-call pager is: (530) 918-1573.

All of our vacation rentals have combination lock boxes near the front door of the property, which contains the key for the rental. The lockbox combination will be included in your confirmation letter, along with directions to the property. If you will be arriving after dark, please bring a flashlight with you so that you can see the combination lock.

Check-in time is 3:00pm and Check-out time is 11:00 am sharp. Prompt check-out is essential to allow time for our housekeeping staff to prepare the home for the next guest.

PRIOR TO CHECK-OUT: Guest is required to: (A) Gather all linens in wash area i.e. Strip all sheets and pillow cases from beds, Gather all towels from bathrooms and kitchen (B) Empty all trash receptacles and remove trash from areas inside the

home, place securely in trash cans outside for pick-up (C) Wash and put away all dishes, glassware, pots & pans and silverware. (D) Leave all furniture and other contents in original location and condition. Failure to comply will result in an additional cleaning charge's to be deducted from Guest's \$250.00 security deposit.*

PAYMENT & DEPOSITS: A Rental Deposit is due upon making a reservation and is payable by credit card or check. No reservation can be confirmed until receipt of the deposit. Deposits not received at time reservation is made risk cancellation, and no reminder notices will be sent. If you have provided credit card information, we will charge your card so there will be no need to mail a check. Balance of rent is due 30 days prior to arrival either by credit card or by check. We accept Visa and Master Card. Please refer to each individual property for the applicable occupancy tax and cleaning fee.

*Each of our properties requires at least \$250.00 Security Deposit; some homes may require more Security Deposit, authorized on your credit card. You will be responsible for non-local phone calls, damage, theft, extra cleaning, furniture moving, and lost keys.

CANCELLATIONS: For all Holidays, cancellations made within 21 days of arrival date require full forfeiture of rental amount. All non-holiday cancellations made prior to 14 days of arrival require a \$75.00 non-refundable fee. At other times, cancellations made within 14 days of arrival date require full forfeiture of Rental amount. All notices of cancellations must be received in writing for the Guest's protection. If the home is re-rented, Guest's rent paid (less the cancellation fee) will be returned upon receipt of rent from the new guest. There are no refunds due to natural or man-made disaster, electrical blackouts, storms, snow blockage of driveway, road closures, loss of telephone/electrical service or any other event beyond Mt. Shasta Vacation Rental's control.

HOUSEKEEPING SERVICES: Our units are professionally cleaned after each stay. We do not provide daily maid service. Additional housekeeping services may be arranged for an additional fee.

EMERGENCIES: For a true emergency, dial 911. For 24-hour emergency management services, please call our office during business hours at (530) 926-6400. After business hours, please call our on-call pager at (530) 918-1573.

LOCK-OUT POLICY: In the event a Guest becomes locked out of a home during the rental period, the office should be called and a key may be picked up at the office during business hours. After business hours, the Guest may call the "on call" pager and office personnel will return the call as soon as practicable and arrange to meet the Guest at the office. A fee of \$40.00 will be collected from the Guest at the time service is rendered.

MAINTENANCE/ REFUNDS: Please report any inoperative equipment in your vacation home to the MSVR office promptly. MSVR will make every reasonable effort to have the problem corrected. Under no circumstances will there be a reduction of rent

or refund for any mechanical failure of air conditioning, heat, bathroom, dishwasher, washer, dryer, television, VCR, blender, toaster, or other appliances.

Thank you! We hope that you have a wonderful vacation.

I, (we) have read the foregoing important information and the Reservations Policy. We understand and are in agreement with all the terms stated above.

Dated: _____

Signature: _____

Dated: _____

Signature: _____