

## RENTAL RULES AND REGULATIONS

The Varsano Villa, Big Bear City CA

1. **CHECK-IN TIME IS AFTER 3 P.M. AND CHECK OUT IS 12 P.M.** Early check-in and late check out is possible with prearrangements. Key pick is available in Big Bear Lake during the following hours: Monday-Friday 9am-5pm, Saturday 9am-1pm. Late Key Pick Up is available at an additional charge: M-F, 5-8pm \$25 trip charge, After 8pm, there is a \$35 trip charge.

2. This is a **NON SMOKING** house.

3. **Pets are permitted** in rental cabins only with prior approval. \$250 per pet fee applies. All pets must be leashes at all times.

- Pet owners are responsible for cleaning up of any/all pet refuse. Pets are not allowed on furniture at any time. Any evidence of pets on furniture may incur extra cleaning fees.
- House is located near a seasonal stream and has no fenced-in yard, various animals roam the area. Coyote, Raccoons, Bears, and other predators have been spotted, so please keep your pets safe.
- All pets must be up to date on rabies vaccinations and all other vaccinations. Heartworm preventive is highly recommended. All pets are to be treated with Advantage or similar topical flea and tick repellent prior to arrival. Fleas and tick are very rampant in this area and can cause harmful/fatal illness to humans and pets.
- All items above are the sole responsibility of the pet owner. The cabin owners assume no responsibility for illness or injury that may incur to pets or humans while on the premises.

4. We will not rent to vacationing **students or singles under 25** years of age unless accompanied by an adult guardian or parent.

5. **DAMAGE/RESERVATION DEPOSIT**- A damage/reservation deposit of \$250 is required. This must be received within 2 (2) days of booking the reservation. The deposit automatically converts to a security/damage deposit upon arrival. The deposit is NOT applied toward rent; however, it is fully refundable within (14) days of departure, provided the following provisions are met.

- a. No damage is done to cabin or its contents, beyond normal wear and tear.
- b. No charges are incurred due to contraband, pets or collection of rents or services rendered during the stay.
- c. All debris, rubbish and discards are placed at the public trash site at **41974 Garstin Road, Big Bear Lake**. Rubbish left in house will be deducted from Security Deposit at a rate of \$5 per small bag and \$7 per large bag. All soiled dishes are to be washed in the sink and placed in the drying rack or placed in the kitchen cabinets.
- d. All keys are returned to manager and cabin is left locked.
- e. All charges accrued during the stay are paid prior to departure.
- f. No linens are lost or damaged.

6. **PAYMENT** – An advance payment equal to 50% of the rental rate is required 60 days before arrival. The advance payment will be applied toward the room rent. Credit Card payments are accepted. Please make payments in the form of credit card, traveler's checks, bank money orders, cashiers checks or personal checks payable to JEM Investments. The advance payment is not a damage deposit. The **BALANCE OF RENT** is due fourteen (14) days before your arrival date.

7. **CANCELLATIONS** – A sixty (60) day notice is required for cancellation. Cancellations that are made more than sixty (60) days prior to the arrival date will incur no penalty except if deposits were made via credit card. All credit card cancellations are subject to a 5% Cancellation fee or \$50 whichever is greater. Cancellations or changes that result in a shortened stay, that are made within 60 days of the arrival date, forfeit the full advance payment and damage/reservation

deposit. Cancellation or early departure does not warrant any refund of rent or deposit.

8. **MONTHLY RESERVATION CANCELLATIONS** – Monthly renters must cancel one hundred twenty (120) days prior to check-in. Monthly renters who make a change that results in a shortened stay must be made at least ninety (90) days prior to check-in.

9. **MAXIMUM OCCUPANCY**- The maximum number of guests per cabin is limited to eight (8) persons. An additional charge of \$10.00 per person per night for guests in addition to eight (8) will be assessed.

THIS PROPERTY REQUIRES A TWO (2) NIGHT MINIMUM STAY; 3 nights during peak and holiday seasons.

10. Longer **minimum stays** may be required during holiday periods. If a rental is taken for less than two days, the guest will be charged the two-night rate.

11. **INCLUSIVE FEES** – Rates include a one-time linen-towel setup. Amenity fees are included in the invoice. The amenity fee (includes preparation, linen, towel, & cleaning fee) may be included in rental rate or charged separately depending on length of stay and base rental rate.

12. **NO DAILY MAID SERVICE** – While linens and bath towels are included in the cabin, daily maid service is not included in the rental rate however is available at an additional rate. We suggest you bring your own beach towels. We do not permit towels or linens to be taken from the cabins.

13. **RATE CHANGES** – Rates subject to change without notice.

14. **FALSIFIED RESERVATIONS** – Any reservation obtained under false pretense will be subject to forfeiture of advance payment, deposit and/or rental money, and the party will not be permitted to check in.

15. **WRITTEN EXCEPTIONS** – Any exceptions to the above mentioned policies must be approved in writing in advance.

16. **PARKING** – Parking is limited to three (3) vehicles. Vehicles are to be parked in designated parking areas only. Any illegally parked cars are subject to towing; applicable fines/towing fees and is the sole responsibility of the vehicle owner.

17. **OUTDOOR SPA - NO CHILDREN** under the age of 12 permitted in hot tubs at any time. When using the hot tub, remember there is certain health risk associated with this facility. Use at your own risk. Our housekeepers sanitize, refill and replenish chemicals in all tubs prior to your arrival; therefore, it may not be warm till later that evening. Hot tub covers are for insulation purposes and are not designed to support a person or persons. **DO NOT STAND ON THE HOT TUB COVERS**, they will break and you may be charged for replacement. Remember when not using the hot tub, leave cover on so hot tub will stay warm.

18. **STORM POLICY/ROAD CONDITIONS** – No refunds will be given for storms. Mountain roads can be curvy and steep. Gravel drives are well maintained, however we highly recommend four wheel drive and/or chains during the snow months. We do not refund due to road conditions.

19. **DISCLAIMER** - All of the cabins are privately owned; the owners are not responsible for any accidents, injuries or illness that occurs while on the premises or its facilities. The Homeowners are not responsible for the loss of personal belongings or valuables of the guest. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premise.