

## Reservation Conditions and Requirements

Check-in time is after 3:00 PM (4:00PM for arrivals December 26<sup>th</sup>-January 3<sup>rd</sup>) of arrival day, **provided that the prior occupants left on time and all necessary cleaning and repairs have been completed.** Check-out is by 10:00 AM. Late check-outs are subject to an additional night's charge.

Room charge is based on the original number of guests and original number of nights booked into the cabin. THERE IS NO REFUND FOR FEWER GUESTS OR NIGHTS.

Reservations cancellation requests must be received via phone **30 days** before scheduled date of arrival in order to receive a refund minus the cancellation fee. **There is a 10% cancellation fee on ALL CANCELLATIONS with a minimum charge of \$100.00. Reservation refunds will be made within 30 days after cancellation.** If a cancellation is made via phone **15-29** days before scheduled date of arrival, a refund minus **a 25% cancellation fee is charged with a minimum charge of \$200.00.** A cancellation made 7-14 days via phone before scheduled date of arrival will be charged a **50%** cancellation fee. **Any cancellations received 6 days or less of the scheduled date of arrival will not receive any refund, therefore forfeiting all funds.**

Reservation Fee is not refundable at any time.

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The Lodge is rented with the understanding that you will leave the Lodge at check-out in reasonably the same condition as when you checked in.

A security/cleaning deposit is required on all properties. The security/cleaning deposit will be refunded within 30 days provided that the property is left in reasonable condition as outlined in the Security Deposit Requirements Agreement on the opposite side of this page.

Pets are welcome in most properties; however, there is a \$20.00 fee per pet, per night. Undisclosed pets will cause forfeiture of your security deposit.

Any check returned unpaid by the bank is subject to a \$25.00 NSF charge.

These properties are privately owned and Management reserves the right to refuse service to anyone. Each property has a maximum occupancy according to the Big Bear Lake Transient Ordinance. You must register how many guests will be occupying the property at the time of check-in. Undisclosed guests will result in eviction with no refund and complete forfeiture of your security deposit. Guests disturbing the quiet of others will be evicted with no refund due. Management will not be responsible for accidents, injuries, and loss of money, jewelry or valuables of any kind.

I have read and I understand the above.

Signed \_\_\_\_\_ Date \_\_\_\_\_