



Pinon Real Estate Group BV

707 S Hwy 24
PO Box 1105
Buena Vista, CO 81211
www.PinonRealEstateBV.com

Vacation Rental Policies

We find that most of our guests recognize that our vacation rentals are privately owned and well loved.... We appreciate your respect and TLC.

Renee Graner, Property Manager

MINIMUM STAY REQUIREMENTS: For most of our properties, a three night minimum is required; however, exceptions can sometimes be made depending upon the “season.” High Season is generally in the summer from Memorial Weekend through Labor Day Weekend, and the four-day Thanksgiving weekend, the last two weeks of December, the first week of January, and Spring Break. All other times are considered off-season. Owners reserve the right to accept or refuse shorter stays, particularly during High Season and during holidays. We do have a few properties for which the owner would prefer a minimum of a week’s stay during High Season. Extended stays during our off-season may be available depending upon owner use and availability. If interested, please inquire.

SECURITY/DAMAGE DEPOSIT: All guests are required to pay a damage deposit of \$200.00 to \$500.00 (depending on the property and the size of the party) as required in the rental agreement. Any evidence of smoking, use of firearms, driving ATV’s other than in the driveway as access only, unapproved over-occupancy or unapproved pets, unauthorized use of property grounds and/or excessive mess may result in the loss of the security deposit.

RESERVATIONS: All persons requesting a reservation must be at least 21 years of age. Age will be verified prior to check-in. All fees/rents must be paid in full before a reservation can be confirmed. We can make a reservation for up to one year in advance. Our process is as follows: A tentative reservation will be made upon your request. An invoice for payment, a rental agreement, and related rental paperwork will be immediately emailed to you. *Once payment is received in full (either by check or credit card) and we have received the fully signed paperwork from you, a confirmed reservation will be made.* You will receive confirmation of the reservation via email with an address, directions and an access code. Your reservation is not complete until you receive the email confirmation.

CANCELLATION POLICY: Cancellation may be made 180 or more days prior to date of arrival, in which event guests will receive a full refund of the Security Deposit and all rental paid in advance, less a \$75.00 cancellation fee. In the event a guest cancels the reservation less than 180 days prior

to the arrival date, a refund of all or a portion of the rental paid in advance will be made only to the extent that a replacement guest can be found to occupy the property for a part or all of the time reserved, less the \$75.00 cancellation fee. If a guest cancels within 180 days of the scheduled arrival date, and no replacement guest is found to occupy the property during the guest's reserved dates, then the guest shall receive a refund of the Security Deposit, but shall not receive any refund of the total rental paid. However, owner's agent will make every attempt to re-rent the property with a refund to the guest for the amount of the rental paid by the replacement guest (up to the amount paid by the guest for said date(s)), less the \$75.00 cancellation fee.

No refunds will be issued due to weather conditions. We recommend that guests purchase Vacation Renter Insurance to protect their investment in their vacation. If you would like further information about the types of travel coverage available, the conditions or limitations on the coverage, and/or the cost of the insurance, please contact an insurance company which offers such coverage (such as TravelGuard at 800-826-7791 or go online at www.TravelGuard.com).

CHECK-IN/CHECK-OUT: Check-in is at 3:00 p.m. The guest and his/her party must fully vacate the property by 10:00 a.m. on check-out date as per our rental agreement. We do realize that travel schedules can change, so if you need to make arrangements for a different check-in or check-out time, please ask us. Depending on availability and cleaning service scheduled, we are happy to accommodate our guests.

EXTRA GUESTS: The charge per approved guest over the stated occupancy is \$10.00 per person per night. Each property listing states the intended occupancy rate. Anything over that **MUST HAVE PRIOR APPROVAL**. Most of our properties are for personal vacation use only; however, we do have a couple of properties that are available for multiple family use, weddings or other events. These properties may have additional restrictions and/or requirements.

NO SMOKING/DRUGS: All of our properties adhere to a strict *NO-SMOKING/NO DRUG POLICY*, and no exceptions are made.

PETS: We discourage pets on all of our properties; however, some owners do allow pets. **PRIOR APPROVAL IS REQUIRED** with an additional security/damage deposit of \$200.00, and there will be an additional \$15.00 per night/per pet charge. No pet may be left unattended at any property at any time, the pet(s) shall be kept on leash at all times when outside the property, and guests shall promptly collect and remove all pet waste from the grounds of the property.

LOST KEYS: Keys to the property you are renting will be available by access to a lock box at the property. The access code for the lockbox will be provided to you no less than 7 days prior to your scheduled arrival date or when the reservation for your stay is fully paid, whichever is later. All keys must be returned to the Pinon Real Estate Group office during regular business hours or placed back in the lock box upon departure. Lost or stolen keys will result in a \$100.00 charge for re-keying the locks, the cost of which will be deducted from your security deposit or charged to your credit card.

AMENITIES, FURNISHINGS AND PERSONAL PROPERTY: Please be aware that information for each of our properties is believed to be accurate, but cannot be guaranteed. All amenities, furnishings and other items in or on the Property where guests stay belong to the owner of the property, and may be changed by the owner without prior notice. Do not remove anything from the property. In the event any item of personal property, an appliance, or any other equipment breaks during your stay, please let us know immediately, so that we can repair or replace that item.

Our properties are generally supplied with such everyday use items as linens, towels, kitchen utensils, coffee maker, hair dryer, paper towels, salt and pepper, dishwasher soap, hand soap, bath soap, shampoo, toilet paper, and tissues and other items commonly used by the owner's family. We *do not* provide any consumable items such as food, laundry detergent, any first aid items, or firewood, and we cannot guarantee that the supplies of soap or paper goods will last throughout a guest's stay, so each guest is responsible for providing any other consumable items, if desired.

GUESTS' PERSONAL PROPERTY: Valuable items such as cell phones or recreational equipment found on the property after check-out will be held for guests, and reasonable efforts will be made to contact the guest for return of such item(s). Return of items to guests will only be made at the guest's expense, and neither owner nor owner's agent is responsible for the condition in which the item(s) are returned. If items are not claimed within 30 days of the guest's check-out date, they will become the property of the owner and may be retained by owner or disposed of in any manner, in the owner's discretion.

HOUSEKEEPING: If the property does not meet with your cleanliness expectations or appears damaged in any way when you arrive for your stay, please notify us immediately so that we can remedy any deficiency. We provide cleaning services upon check-out. We *do not* provide daily housekeeping services (including towel or linen changes) to our properties, so it is guests' responsibility to keep the property neat and tidy during their stay. At check-out, guests are required to gather all trash in the bags provided and deposit it inside at the front door of the property. Guests are cautioned not to leave trash or food items outside, as they will attract animals.

SAFETY AND SECURITY: The safety and security of our guests are of utmost importance to us. Realize that many of our properties are near the Arkansas River or other water features and/or other dangerous terrain (such as drop-offs, loose rocks, and surfaces which can be slick when wet or icy), and that our geographic area (even in town) is home to wild animals. Winter weather conditions can also create hazardous conditions, including icy walkways and slippery road surfaces. The proximity of these features and wildlife, and winter weather conditions, may pose a safety risk to guests or their personal property. When you rent one of our properties, you are acknowledging the inherent risks, dangers and hazards of these aspects of our geographic area, and you are assuming these risks. *IN PARTICULAR, PLEASE DO NOT APPROACH OR ATTEMPT TO FEED ANY WILDLIFE, AND CAREFULLY SUPERVISE AND MONITOR ALL CHILDREN DURING YOUR STAY. NEVER LEAVE CHILDREN UNATTENDED BY AN ADULT AT ANY PROPERTY.*

HOT TUBS AND JACUZZIS: Hot tubs and Jacuzzi tubs can be dangerous and are not recommended for children, expectant mothers, the elderly, and those with certain other health conditions. Please take care in using these facilities if available at your property. Guests assume all risk related to the

use of any hot tub or Jacuzzi tub at the property, including any illness or injury sustained from use. If the hot tub or Jacuzzi tub at your property is covered, please remember to leave the tub covered except when in use. This will help keep the water warm and clean.

GRILLS/OUTDOOR FIRES: Some of our properties include outdoor grills for the convenience of guests. Guests are responsible to never leave a grill unattended, and shall clean the grill if used. Outdoor fires are strictly prohibited due to sometimes significant, unpredictable wind conditions and related fire danger in our geographic area.

SHOWING THE PROPERTY: If the property should go on the market for sale, then the owner or its agent may show the property to prospective buyers during a guest's stay. Guests are required to accommodate showings during the hours of 9:00 a.m. to 8:00 p.m., whether or not the guest is present on the property at the time of the showing. Every effort will be made to schedule showings at a time which is convenient and minimally disruptive to the guest's vacation experience.