

## **TERMS & CONDITIONS & CANCELLATION POLICY**

### **Payment:**

Check or cash only please.

### **Note:**

At time of booking, Whiskeytown Lake House Rental provides guests with a Contract that contains important information regarding key access, and directions to the home. Whiskeytown Lake House Rental is NOT responsible for guests unable to access the home on their day of arrival because they do not have their key information and map. There is an on call cell phone number for assistance on the contract, but sometimes it is not possible to reach personnel immediately.

### **Condition and Use of Premises:**

You are expected to treat your accommodations through Whiskeytown Lake House Rental in a reasonable manner. Normal wear and tear is expected and Whiskeytown Lake House Rental encourages you to enjoy your stay and the beautiful surroundings. Damages to the premises not only cost you money, it inconveniences others that have reservations.

The Whiskeytown Lake House Rental is non-smoking. Evidence of smoking in a non-smoking home is grounds for eviction and/or additional charges. If you smoke outside, please be courteous and properly discard smoking material. Please note this property is in the National Forest and fire danger is very high.

Due to septic and environmental concerns, the rental has a maximum occupancy. Please notify Whiskeytown Lake House Rental of changes in the number in your party prior to occupancy. Any increase in the number in your party without first notifying Whiskeytown Lake House Rental may result in eviction and/or additional charges. No weddings, receptions or large gatherings are allowed. Such use will result in immediate eviction.

You are fully responsible for damages to the premises or furnishings. Additionally, if there is extra cleaning, you will be charged. Extra cleaning includes dirty dishes left in the sink, unreasonable amounts of laundry for the number of occupants on the premises, unreasonable heavy cleaning required (heavily soiled floors and/or carpeting; heavily soiled tub and/or shower, etc.), and furniture not in its original place that has to be moved back.

### **Notice:**

If you observe any conditions which you consider dangerous, please immediately report the problem to Whiskeytown Lake House Rental. Whiskeytown Lake House Rental cannot be responsible for conditions Whiskeytown Lake House Rental did not have notice of.

### **Pets:**

(With approval and fee paid)

\$25.00 non-refundable pet fee; details provided with contract if pet is involved. A black light will be used for inspection on the carpet prior to the return of your deposit.

## **WHISKEYTOWN LAKE HOUSE RENTAL CANCELLATION POLICY**

Please read carefully

For reservations made more than six (6) months in advance, the following cancellation policy applies: You will be charged a 25% cancellation fee when cancellation occurs less than

Forty-Five (45) days but more than Thirty (30) days prior to arrival. There will be no refund within Thirty (30) days or less of arrival, no exceptions.

**For all other reservations, the Cancellation Policy is as follows:**

Should you find it necessary to cancel your reservation, if you do so more than Thirty (30) days before the first scheduled date of your arrival, there is no penalty. You will be charged a 25% cancellation fee when cancellation occurs less than Thirty (30) days but more than Two (2) weeks prior to arrival. There will be no refund within Fourteen (14) days or less of arrival, no exceptions.

Please make sure the accommodations you are reserving are the accommodations you desire. The advertising done by Whiskeytown Lake House Rental fits the accommodations for available rentals. Whiskeytown Lake House Rental, prior to your occupancy, cleans and makes sure everything is working satisfactorily in the accommodations. This is an individually owned home, (not a hotel with 24 hour staff on premises) and things do break or become inoperable without notice as with any home, even though sometimes things are new. Whiskeytown Lake House Rental will make every reasonable attempt to restore/repair/replace the problem during your stay. Please keep in mind that nights or weekends, it may be more difficult. There are no refunds based on your disapproval of the rental. Should you desire not to rent the accommodations after your arrival for your entire reservation period, there will be no refund.

We urge you to ask any questions prior to booking your reservations so you are comfortable the reservations you are booking are the type of accommodations you desire, and dates you desire.

Your signature below indicates you have read, understand and agree to the above Terms and Conditions, and Cancellation Policy.

X \_\_\_\_\_  
(Customer Signature)

X \_\_\_\_\_  
(Date)