



Acorn Cottage

BOOKING POLICIES & RENTAL AGREEMENT NO SMOKING NO PETS



Please read it in its entirety. Requested information is time sensitive and failure to respond could result in the loss of your cabin reservation.

PLEASE FILL IN, SIGN AND SEND LAST PAGE ASAP TO RESERVE YOUR DATES.

CHECK IN 4 PM:

Check in is **4:00 PM**. We will email the lockbox location (at the cottage) and code for keys with your directions sent after a reservation is paid. If the cabin is ready, we may allow earlier arrival. We often do not know until just prior to your arrival if you will be able to check in early. If you wish to check in early, please call Pam at (626) 589-7771 (Verizon Mobile) or Email Pam@AcornLodging.com to confirm that it is possible. All guests are requested to remove shoes and leave them in the mudroom.

CHECK OUT 10 AM:

Check out time is **10:00 AM**. Late check out is not allowed without prior approval and cannot be allowed when the cabin is booked the same day, because the cabin must be cleaned. Check out procedures will be emailed to you with directions and reservation payment confirmation. When checking out, please call (888) 336-3030 and leave a message, leave the keys in the lockbox and lock the cabin. Housekeeping will inspect the cabin after 10 AM. If you mistakenly take home a key, you will be charged \$5.00 for replacement.

TRASH:

If you would like to have trash picked up during your stay, please call Pam at 888-336-3030 or 626-589-7771, we allow one complimentary trash pickup per weekly stay, additional pickups will be charged at \$10.00 each. Do not leave or put trash outside, it will attract animals. **DO NOT FEED THE BEARS**, do not leave food outside or in your vehicle.

KITCHEN NOTES

Please do not put any oils or grease of any kind into the kitchen sink drain. Cool grease and pour into the trash. **Any grease will freeze and clog the drains.** Please put all kitchen food waste into the trash. If you have any plumbing problems please contact Pam as soon as possible at 888-336-3030 or mobile 626-589-7771, leave a detailed message if you receive voicemail, additionally if extremely urgent contact the Burches at 970-946-4994. Close downstairs windows at night and when you leave during the day and make sure no food odors are in the kitchen, it can attract bears.

HOT TUB

Always shower before using the hot tub, do not add any soaps or oils to the hot tub, temperature will be set to 104, since it is treated with natural minerals versus chlorine you may see the salts/minerals depositing/foaming around the water line, this is normal, the hot tub can accommodate 5 average size people. Do not cause water to overflow controls, always cover when not in use, if there are any problems, ie hot tub is not hot, usage questions or needs water or servicing call Pam at 888-336-3030.

GENERAL INFORMATION:

Snow plowing

If there is a plow-able snowfall, 3 inches or more of wet snow, we will plow mid day or early afternoon, please move your cars off the driveway so that we can plow. Any snow plow questions, call Pam at 888-336-3030 or mobile 626-589-7771. Parking in Winter, most guests have no problems negotiating our driveway in winter which is plowed for your convenience, however it is mandatory that everyone carry snow chains in the winter when traveling in the Colorado mountains (during storms they will not let you on the highway without chains) and 4 wheel drive is also helpful. The snow can be anywhere from 2 to 6 feet deep in our area. If the road plow comes through at night use the snow shovel to remove the snow berm, do not park on the main road, the snow on the side is soft and you will sink in the ditch, or you could be towed or could block the main plow.

SNOW SHOVELING & SNOW MELT

For your convenience there is a snow shovel in the mudroom and snowmelt granules that may be sprinkled on the steps and walkways on up to 3 inches of snow or ice.

GAS LOG FIREPLACE:

During the winter months, the cabin's main source of heat is the gas log fireplace and space heaters. The stove is on a thermostat below the Acorn Cottage sign in the hallway, please leave it at its lowest setting upon your departure and turn off all wall and space heaters. **DO NOT TRY TO OPEN THE GAS LOG FIREPLACE.** Do not put wood into the fireplace, it only uses special cement logs. **The gas log fireplace exterior gets extremely hot (as with most heating units) please keep all fabrics and other flammable**

items at least 1-2 feet away from it, do not lay any flammable items, jackets etc on the hearth next to the stove to try and dry them, it will quickly melt ski jackets!

NUMBER IN PARTY:

Additional guests other than noted on the reservation must have prior approval.

NON SMOKING & NO PETS:

The cabin is non-smoking and no pets are allowed. Anyone smoking in the cabin will be asked to leave, payment for the stay WILL NOT be refunded and you will be charged \$200 for ozone treatment and the additional cleaning fees. Smoking is only permitted outside and littering is not allowed. Please note we are in a high fire danger area. If you arrive with a pet you will be asked to leave and lose your entire payment for your stay including the security deposit. If pet dander or pet hair is detected by the cleaning crews after your departure you will lose your entire security deposit of \$200.

DEPOSIT AND CANCELLATION:

A deposit payment of 50% is due with a reservation, the balance is due 30 days prior to check in. 100% of the rental fee is due if you book the cabin less than 45 days prior to your check in date.

Renter acknowledges that in the event that Acorn Cottage becomes unavailable, for the tenancy specified in the Booking Policies and Reservation Agreement, the owners liability shall be limited to providing a full refund of all monies paid by the guest or relocating the guest to an alternate, available rental operated by the owner, and the owners liability shall be limited to providing a full refund of all monies paid by the guest.

We accept all credit cards, plus checks, cashiers check or money orders, make checks payable to: Acorn Cottage.

The refundable security deposit of \$200 will be refunded within 15 days of check out date, if there has been no damages, no furnishings/items missing, no furniture was moved, the satellite TVs and remotes have not been altered, no excessive dirt/mud or extra cleaning charges, no pet dander/hair, no evidence or odor of smoking.

The cabin is checked after each stay. If you find something broken or damaged when you arrive, you must contact us immediately. Call **Pamela toll free from cabin at 888-336-3030**. If you do not do this, you may be held responsible for the damage and some or all of your security deposit may be withheld.

If the carpets need to be cleaned after your stay, a carpet cleaning charge will be deducted from your security deposit. **We highly recommend removing shoes at the entryway.**

If you feel it is necessary to rearrange furniture during your stay, please return it to its original position. Our cleaning crews are not able to move furniture. **If a handyman has to be called to put it back in its place there will be an additional charge that will be taken out of your security deposit.**

The cabin is fully furnished with linens, cookware and dishes. We also stock 4 rolls toilet paper, 1 roll of paper towels, dish soap, laundry soap, hand soap, hand lotion and all natural hotel size bathing amenities, on longer stays keeping the cabin maintained with the essentials is the guest's responsibility. If the BBQ is out of propane please call Pam at 888-336-3030 or 626-589-7771 to have the tank refilled.

Note: We will send a check in instructions after your reservation is paid in full.

This Reservation Page must be filled out, signed and received by us to hold your dates.

Reservation deposits not paid within 24 hours (for credit card payments) of invoicing will automatically cancel (3 days for payments being mailed).

DEPOSITS/RENTAL FEES ARE NON-REFUNDABLE WITHOUT AT LEAST A 60 DAY NOTICE.

Notice must be written, mailed, faxed or emailed to Acorn Cottage Owner: Pamela Smith. Notice must be received at least 60 days prior to the arrival date for a refund. Telephone messages are not acceptable. If you cancel 60 days or more prior to your arrival date, you will only be charged a \$60 cancellation fee. If you cancel 60 days or less before your arrival date, and the reservation has been paid in full, your refundable security deposit and the cleaning fee will be refunded less a \$60 cancellation fee.

We realize emergencies happen and if there is a cancellation 60 days or less before your arrival date, we will refund any portion of the nightly fees/days that we are able to re-book.

EARLY DEPARTURES or NON-ARRIVALS:

We do not refund any portion of the rental fee for no shows, late arrivals or should you have to leave early.

PLEASE PRINT THIS AGREEMENT OUT AND BRING IT WITH YOU, IT HAS IMPORTANT INFORMATION YOU MAY NEED DURING YOUR STAY.

PLEASE SIGN & FILL OUT FORM BELOW TO ACCEPT THIS AGREEMENT

AND FAX or MAIL TO:



**Acorn Cottage
Attn: Pamela Smith
232 Segovia Avenue,
San Gabriel, CA 91775**

Toll Free Phone (888) 336-3030 Mobile (626) 589-7771

FAX TO: (970) 797-1500

**Or SCAN and EMAIL To: pam@acornlodging.com
Website www.AcornCabin.com and www.AcornLodging.com**

MAKE ALL CHECKS PAYABLE TO: Acorn Cottage

Please call or e-mail if you have trouble faxing.

As soon as we receive your fax we will send you an invoice.

Acorn Cottage Reservation

Signed: _____ Date: _____

By signing you agree to abide by all rental policies as stated on all pages of this agreement.

Please Print Name: _____ I am a returning guest

Address: _____

City, State, Zip _____

Home Phone: _____ Cell Phone: _____

Email Address: _____

Total Adults in Party: _____ Total Children in Party _____ Children's Ages _____

Arrival Date: _____

Departure Date: _____

Number of Nights: _____

How did you hear about us? VRBO.com Friend TripAdvisor Colorado.com
Pagosa.com Smartpages.com Google Flipkey Other Wolf Creek Ski Area Web Site

I would like to pay by CHECK CREDIT CARD MONEY ORDER



Office Use	QB		INV		DEP		CAL		SCH		FP		DIR		RR/SD	
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