



## **Acorn Lodging**

**CABIN: ALPINE HAVEN**

### **BOOKING POLICIES & RESERVATION CONTRACT**

Please read it in its entirety. Requested information is time sensitive.

**PLEASE SIGN, SEND OR FAX SIGNATURE (LAST) PAGE TO RESERVE YOUR DATES.**

#### **CHECK IN:**

Check in is **4:00 PM**. If you wish to check in prior to 4 PM, on your check in day (or the night before) please call Pam at (888) 336-3030 or her mobile (626) 589-7771 or **Email [pam@acornlodging.com](mailto:pam@acornlodging.com)** to confirm that it is possible.

**Note: We will send complete directions and check in instructions after the reservation is paid in full.**

#### **CHECK OUT:**

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. Our cleaning service arrives at 10 AM and a charge against the security deposit may be imposed for late check outs. A detailed check out procedure will be in your payment confirmation and directions email. If you have any questions about trash or check out procedures please call Pam.

If you mistakenly take home a key, the charge is \$5.00 for replacement.

#### **HOT TUB RULES**

No more than 4-5 guests may use the hot tub at the same time. Do not have glass bottles near or in the hot tub. Do not put detergent of any kind in the hot tub. Do not jump into the hot tub or splash the water out of the hot tub or on the controls, water on the control panel will short out the hot tub. The water needs to be kept at a certain level to protect the motors and plumbing. Do not turn the electricity or heat off to the hot tub, the pipes could freeze. Always keep the hot tub covered when not in use. Do not put any objects into the hot tub that could be sucked into the water intake and clog the pipes or filter. If the hot tub needs servicing during your stay or you have any questions on its operation contact Pam.

#### **TRASH & BEARS:**

Alpine Haven has a trash bin in the parking area. When placing trash in bin please be sure plastic bags are tightly closed and sealed. **DO NOT FEED THE BEARS**, do not leave food on the decks or in your vehicle, clear away food at night in the cabin and close the downstairs windows overnight and when you leave for the day.

#### **GENERAL INFORMATION:**

Do not attempt to repair anything in the cabin, re-program the Satellite boxes, hook the Satellite Boxes to the phone line, etc. if you have any problems with anything during your stay please contact Pam. Pay per view movies and long distance phone calls are blocked. You can however call toll free numbers, local numbers or use your calling card for long distance phone calls. Please obey the 15 MPH speed limits in the area, the full time residents in the village will report any incidents of speeding by guests and fines could be imposed. Do not park on the roads, it is not allowed, plus in winter what may look like a nice flat snow surface is really a 5 foot ditch along the road that your vehicle will sink down into and get stuck.

#### **SNOW PLOWING**

If there is a plow-able snowfall, 3 inches or more of wet snow, please move your cars off the driveway, so that we can plow. Any snow plow questions, call Pam.

#### **SNOW SHOVELING & SNOW MELT & CABIN FURNISHINGS**

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

Parking in winter, many guests have no problems negotiating our driveway in winter which is plowed for your convenience; however it is recommended that everyone carry snow chains in the winter when traveling in the Colorado Mountains.

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.

The cabin is fully furnished with linens, cookware and dishes. We also stock 4 rolls toilet paper, 1 roll of paper towels, laundry detergent, dish detergent, guest amenities include hand soap, hand lotion, hotel size bath/shower gel, shampoo, hair conditioner. If the BBQ is out of propane please call Pam to fill the tank. On extended stays maintaining the cabin with the essentials is up to the guests.

#### **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.** If you have any plumbing problems please call Pam (888) 336-3030 or (626) 589-7771

#### **GAS LOG FIREPLACE & CENTRAL HEAT:**

During the winter months please leave all thermostats at their lowest settings upon your departure, turn all thermostats down to 55 degrees. **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 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 ALLOWED:**

The cabin is non-smoking & no pets are allowed. Anyone smoking in the cabin or arriving with a pet will be asked to leave, payment for the stay WILL NOT be refunded and you will be charged \$25 for ozone treatment and any necessary extra cleaning. Smoking is only permitted outside on the decks, please safely put out your cigarette butts and dispose of them in the trash cans, littering is not allowed. If cigarette butts are found on the ground, decks or anywhere on the premises outside of the trash containers or burn marks are found after your check out you will lose your entire security deposit. Please note we are in a high fire danger area.

#### **DEPOSIT AND CANCELLATION:**

A deposit payment of 50% of the total booking charge is due within 3 days of the booking date (booking date is when we receive booking agreement back from you signed and filled out). 100% of the rental fee is due if you book the cabin less than 60 days prior to your check in date. Renter acknowledges that in the event that Alpine Haven 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.

**Make check, cashier's check or money order payable to: Acorn Lodging, note in the memo line you are reserving Alpine Haven.** The Security deposit of \$200 will be refunded 15 to 30 days after check out date if upon inspection there has been no damage to the cabin, no rules of this contract have been broken and no furnishings are damaged or missing during your stay. The cabin is checked after each stay. If you find something broken or damaged when you arrive, you must contact us immediately. Call **Pam at (888) 336-3030 and leave a detailed message regarding the damage found upon check in.** 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!** Your final payment is due 30 days prior to your arrival or sooner and can be made by check, cashiers check, money order or credit card.

**IN THE EVENT OF AN EMERGENCY call Pam at (626) 589-7771, (888) 336-3030 or if you cannot reach her call Ann or Harvey Burch at (970) 946-4994 or (970) 946-4983**

**This Reservation Contract must be signed and received by us to hold your reservation.  
DEPOSITS and RESERVATION PAYMENTS ARE NON-REFUNDABLE WITHOUT AT LEAST  
A 60 DAY NOTICE.**

Cancellation notice must be written, and mailed, faxed or emailed to Acorn Lodging. Notice must be received at least 60 days prior to the arrival date. 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. 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 stay that we are able to re-book, less the cancellation fee.

**EARLY DEPARTURES:**

We do not refund any portion of the rental fee should you have to leave early.

**PLEASE SIGN & FILL OUT FORM BELOW TO ACCEPT THIS AGREEMENT AND FAX or MAIL TO:**



Acorn Lodging  
 232 Segovia Ave  
 San Gabriel, CA 91775  
 Phone (626) 589-7771  
 Toll Free (888) 336-3030  
 FAX TO: (970) 797-1500  
 Reservations Email: Pam@AcornLodging.com  
[www.AlpineHavenCabin.com](http://www.AlpineHavenCabin.com)  
[www.AcornLodging.com](http://www.AcornLodging.com)  
[www.AcornCabin.com](http://www.AcornCabin.com)

Please call or email if you have trouble faxing.

**ALPINE HAVEN Reservation - This Cabin is NON SMOKING & NO PETS**

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

Please Print Name: \_\_\_\_\_  I'm a returning guest.

Address: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone Number: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Total Adults in Party: \_\_\_\_\_ Total Children in Party \_\_\_\_\_ Children's Ages \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Check-In Time: 4 PM

Departure Date: \_\_\_\_\_ Check-Out Time: 10 AM

Number of Nights: \_\_\_\_\_

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

I would like to pay by CHECK  CREDIT CARD  MONEY ORDER     

Office Use	QB	PP/Inv	DEP	CAL	SCH	FP	DIR	RR/SD
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