

## **MT. SHASTA VACATION RENTALS- RESERVATIONS POLICY**

204 W. Lake Street, Mount Shasta, CA 96067  
(530) 926-6400 Fax: (530) 926-3210

### **PLEASE READ THOROUGHLY**

**RATES & BOOKINGS:** Your reservation is considered to be “booked” once we receive your Credit Card information over the phone. You are agreeing at the time of booking the reservation to our Reservation Policy, which can be reviewed on our website at: <http://www.mtshastavacationrentals.com>.

A 2 night minimum stay is required on all reservations. Rates and unit descriptions are subject to change without notice. A cleaning and reservation fee is applied to all reservations at the time of booking. Occupancy tax of 8 % ( county) or 10% is required to be collected on all properties for total rent and fees, per the state of California. Properties that require above average cleaning at the time of check-out will have the additional fee deducted from the security deposit.

Mt. Shasta Vacation Rentals (MSVR) reserves the right to cancel any reservations or substitute rental homes due to circumstances beyond our control. Should the home confirmed by the guest become unavailable for any reason whatsoever, MSVR will inform guest prior to check-in whenever possible. Every attempt will be made to relocate guest to a comparable home, unless guest requests a refund. Guest will be responsible to pay excess rental amount on a substitute home in the event that the rate exceeds the original reservation amount.

**CAUTION:** You are traveling to snow country! It is imperative that you bring tire chains, a snow shovel and flashlight in case of an emergency when traveling. MSVR attempts to have each home plowed and shoveled out in the event of a storm, but it is not always possible. Be extremely cautious in snow or icy conditions. Neither Mt. Shasta Vacation Rentals, nor the owner of your vacation rental will be responsible for injuries to you or your guests. There will be no refunds for inclement weather, power outages, and difficult access, including road closures, no snow removal or evacuations.

**UNIT POLICIES:** Our units are smoke and pet free unless otherwise stated. Smoking outside is permitted. If you smoke or have pets in the home you will automatically forfeit your \$500.00 security deposit.

Every effort is made to assure accurate descriptions of the properties. MSVR is not responsible for errors in printing, changes made by Owners or matters out of MSVR control, e.g. noise, construction, weather, etc. Complaints regarding accommodations must be submitted in writing to MSVR prior to check-out for consideration by the Owner. Substitutions and refunds will not be made upon arrival for any reason except required by law.

**CHECK-IN/CHECK-OUT:** Our office hours are 8:30 am to 5:00 pm, Monday thru Friday. We are available on Saturday and Sunday by advance appointment, and closed on major holidays. We have an “on call” cell phone for true emergencies while you are in occupancy in one of our homes. Our emergency cell number is (530) 925-9490.

All of our vacation rentals have combination lock boxes near the front door of the property, which contains the key for the rental. The lockbox combination will be included in your confirmation letter, along with directions to the property. If you will be arriving after dark, please bring a flashlight with you so that you can see the combination lock.

Check-in time is 3:00pm and Check-out time is 11:00 am sharp. Prompt check-out is essential to allow time for our housekeeping staff to prepare the home for the next guest.

**PAYMENT & DEPOSITS:** A Rental Deposit is due upon making a reservation and is payable by credit card or check. No reservation can be confirmed until receipt of the deposit. Deposits not received at time reservation is made risk cancellation, and no reminder notices will be sent. If you have provided credit card information, we will charge your card so there will be no need to mail a check. Balance of rent is due 30 days prior to arrival either by credit card or by check. We accept Visa and Master Card and Discover. Please refer to each individual property for the applicable occupancy tax and cleaning fee.

\*Each of our properties requires at least \$500.00 Security Deposit; some homes may require more Security Deposit, authorized on your credit card. You will be responsible for non-local phone calls, damage, theft, extra cleaning, furniture moving, and lost keys.

**CANCELLATIONS:** For all Holidays, cancellations made within 21 days of arrival date require full forfeiture of rental amount. All non-holiday cancellations made prior to 14 days of arrival require a \$75.00 non-refundable fee. At other times, cancellations made within 14 days of arrival date require full forfeiture of Rental amount. All notices of cancellations must be received in writing for the Guest’s protection. If the home is re-rented, Guest’s rent paid (less the cancellation fee) will be returned upon receipt of rent from the new guest. There are no refunds due to natural or man-made disaster, electrical blackouts, storms, and snow blockage of driveway, road closures, loss of telephone/electric service or any other event beyond Mt. Shasta Vacation Rental’s control.

There will be a reservation change fee of \$25 if any change in reservation dates or home location is made. This is due to the time and resources involved with drawing a new contract, resolving calendars, etc.

**MAINTENANCE/ REFUNDS:** Please report any inoperative equipment in your vacation home to the MSVR office promptly. MSVR will make every reasonable effort to have the problem corrected. Under no circumstances will there be a reduction of rent or refund for any mechanical failure of air conditioning, heat, bathroom, dishwasher, washer, dryer, television, VCR, blender, toaster, or other appliances.

**Thank you! We hope that you have a wonderful vacation.**

**I, (we) have read the foregoing important information and the Reservations Policy. We understand and are in agreement with all the terms stated above.**

**Dated:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

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