



ALPINE HAVEN
PAGOSA SPRINGS, COLORADO
RENTAL CONTRACT
OWNER CONTACT 24/7
Pam@AcornLodging.com
Call or Text Mobile (626) 589-7771

CHECK IN:

Check in **4:00 PM or Later** Early check in request please call or text to confirm that it is possible. Check in and out directions and lockbox codes will be available online about one week prior to your stay under your reservation details with your booking agency (AIRBNB, VRBO, HomeAway, or TripAdvisor) If you book directly through Acorn Lodging we will email you check in directions and the lockbox code about 1 week prior to your check in date.

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 and serviced. Our cleaning service arrives at 10 AM and a charge against the security deposit may be imposed for late check outs.

When checking out, please call or text (626) 589-7771 with name of house and that you are checking out, leave 1 key in the house on the deck and the other in the lockbox as you depart and lock the cabin. If you mistakenly take home a key, you will be charged \$35.00 for a replacement.

HOT TUB RULES

No more than 4 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. We also leave chemicals for guests to use during their stay on shelf about washer with instructions. If the hot tub needs servicing during your stay or you have any questions on its operation contact owner.

TRASH & BEARS:

Alpine Haven has a large trash bin for your trash, the code for the trash bin will be in the check in directions. Please be sure to never leave trash outside not in trash bin as will attract bears.

GENERAL INFORMATION:

Do not attempt to repair anything in the cabin, re-set the modem or internet, if you have any problems with anything during your stay please contact owner Pam. Pay per view movies are blocked. You can however call local and long distance from the house phone.

DRIVING/PARKING We only have room for 3 standard vehicles to park off the main road. NEVER park on the roads, it is not allowed and you will be towed or fined, 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 or your vehicle will get damaged by snow plows. **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. It is recommended that everyone carry snow chains in the winter when traveling in the Colorado Mountains or 4x4 or All Wheel drive vehicle.

SNOW PLOWING

If there is a plow-able snowfall, 3 inches or more of wet snow, we will come by and plow. There is also a snow shovel and snowmelt for guests use. Any snow plow questions, call owner.

TV AND CABIN FURNISHINGS

We do not have regular TVs, only streaming TVs with free Netflix and we also have a movie library. Do not log into your own Netflix accounts, please enjoy ours. You may log into your Prime Video Accounts or other streaming accounts, but be sure to log out when you check out. Information about skiing, fishing,

hiking, dining, horseback riding etc. is available at the cabin. **Please read the binder in the cabin on the desk in the kitchen as soon as you arrive.**

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 a charge to 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, laundry detergent, dish detergent, hotel style guest's amenities include hand soap, hand lotion, hotel size bath/shower gel, shampoo, hair conditioner. If the BBQ is out of propane please call 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 contact owner

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!**

MAXIMUM GUESTS SET BY THE COUNTY IS 8, Maximum Vehicles 3:

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

NON SMOKING INDOORS & 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 \$325 for ozone treatment and \$200 for 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 plus additional amounts listed above. Please note we are in a high fire danger area.

DEPOSIT AND CANCELLATION:

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 your security deposit will not be charged, security deposits are returned or not charged according to each booking agency's policy. If you have booked directly through us-Acorn Lodging-we will return your security deposit within 2 weeks after your check out date. The cabin is checked after each stay. If you find something broken or damaged when you arrive, you must contact us immediately. **Call or text owner and leave a detailed message regarding the damage found upon check in and send text photos if possible.** 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. **Please remove shoes at the entryway! If the carpets are found to be muddy or extremely dirty following your stay we will charge an extra cleaning fee.**

When you book online you are agreeing to all the policies in this rental contract.

When booking this property I acknowledge that I have read the Guest Booking, Policies & Procedures in its entirety. I understand there is NO SMOKING (indoors) and NO PETS and violation of any agreement in the Guest Policies & Procedures may result in a partial or entire loss of my security deposit.

I understand DEPOSITS and RESERVATION PAYMENTS ARE REFUNDED BASED ON THE FOLLOWING POLICY

Guest Cancellation - Cancellation notice must be written, and mailed, faxed or emailed to Acorn Lodging and notice received at least 14 days prior to the check in date =100% refund, 7 days or less = 50% refund.

Owner Cancellation - If cabin becomes unavailable for any reason owner will either refund 100% of monies paid by guest or relocate guest to available comparable lodging. I understand that my dates are not guaranteed if my deposit/fee invoice is not paid within 24 hours of submitting this Reservation Contract.

EARLY DEPARTURES:

We do not refund any portion of the rental fee should you have to leave early, for weather delays or other issues.