



Acorn Cottage

BOOKING POLICIES & RESERVATION 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, THANK YOU!

CHECK IN 4 PM:

Check in is **4:00 PM**. If the cabin is ready, we will 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 (626) 589-7771 (Verizon Mobile) or Email Acorn Cottage at acorncottage@ps-biz.com to confirm that it is possible. Unless you are otherwise notified, the cabin will be unlocked for you just prior to your arrival at 4:00 PM and the keys will be on the dining table. If for some reason the cabin is locked, go to the Eagle Eye Inspection (Frakes) house (on map), they are the onsite property managers or call me at (626) 589-7771 (Verizon Mobile). 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 procedure is in the binder near the phone in the cabin. **When checking out, please call (970) 264-4840 and leave a message, leave the keys on the dining table and lock the cabin, do not call before 8AM or after 6 PM.** The property managers will pick up the keys and inspect the cabin after 10 AM. Please start a load of towels. **Leave all used linens** on the floors for the cleaning people, please leave your trash in the cabin with the tops of the bags tied closed, if there are more than 3 large bags of trash we will charge \$2.00 each to haul them away (see trash disposal directions below). If you have any questions about trash or check out procedures please call **(970) 264-4840 or (626) 589-7771 (Verizon Mobile)**. If you mistakenly take home a key, you will be charged \$5.00 for replacement.

TRASH:

If you have more than 3 large bags of trash we will charge \$2.00 each to haul them away when the cabin is cleaned otherwise if you fill up the trash cans and would like to have trash picked up during your stay, please call Pam toll free at 888-336-3030 and we will arrange pick up of trash at \$2 a bag which will be charged to the security deposit.

HOT TUB

No more than 2 large adults or 4 small adults or children are allowed in the hot tub at Acorn Cottage at the same time. No infants or very young children are allowed in hot tub. Bathing required before use. No glass or food allowed in hot tub. Always cover when not in use and turn temperature down to 98 degrees when checking out. For servicing or problems call Pam at 888-336-3030.

GENERAL INFORMATION:

Snow plowing

If there is a plow-able snowfall, 3 inches or more of wet snow, please notify Mr. Frakes at 264-4840 when you can move your cars off the driveway, so that we can plow. Any snow plow questions, call Mr. Frakes.

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.

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 and 4 wheel drive is helpful if available to you. You can always park on the road if you have trouble getting up the driveway.

Also other information about skiing, fishing, hiking, dining, horseback riding etc. is available at the cabin.

Please read the binder in the cabin as soon as you arrive.

If you like.... please sign the guest book and include any comments or suggestions, or email us after your stay with any comments for our online guest book.

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 and 6 personal sized bath soaps, enough to get you started. If the BBQ is out of propane please call the Frakes at **(970) 264-4840** to ask about where to fill the tank. Maintaining the cabin with the essentials is up to you.

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 Mr. Frakes as soon as possible at 970-264-4840.

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% of the total booking charge upon booking. 100% of the rental fee is due if you book the cabin less than 45 days prior to your check in date.

Make check, cashiers check or money order payable to: Acorn Cottage.

A security deposit of \$200 is due with the deposit and will be refunded within 30 days of check out date, if there has been no damage and/or no furnishings are 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 **John Frakes-Eagle Eye Inspection at (970) 264-4840 or Acorn**

Reservations at (626) 589-7771 (Verizon Mobile) or call toll free from cabin 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.**

Your final payment is due 30 days prior to your arrival and can be made by check, cashiers check, money order, credit card or e-check through Paypal. If you wish to pay with a credit card or e-check please contact us and we will email a payment request to you through Acorn Lodging's secured online PayPal account.

Note: We will send a confirmation, address and directions to Acorn Cottage and receipt after your reservation is paid in full.

This Reservation Page must be filled out, signed and received by us to hold your reservation for 5 days or you may lose your reservation.

DEPOSITS 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. 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.

EARLY DEPARTURES or NON-ARRIVALS:

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

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



Acorn Cottage
C/O Pamela Smith
232 Segovia Avenue,
San Gabriel, CA 91775
Toll Free Phone (888) 336-3030

FAX TO: (626) 293-8751

E-Mail: acorncottage@ps-biz.com Website www.acorncabin.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 & confirmation by e-mail.

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: _____

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: _____

I am a returning guest

How did you hear about us? (Please Circle) Friend Pagosa Chamber of Commerce Pagosa.com
Wolf Creek Ski Area Web Site Smartpages.com VRBO.com Google Yahoo MSN Other

I would like to pay by (circle one) CHECK CREDIT CARD MONEY ORDER