



Acorn Lodging Partners

CABIN: ALPINE HAVEN

BOOKING POLICIES & RESERVATION CONTRACT

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 SIGN, SEND OR FAX SIGNATURE (LAST) PAGE ASAP, THANK YOU!

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 (888) 336-3030 or **Email** us at **info@AcornLodging.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 at 722 Harman Ave, Pagosa Springs, they are the onsite property managers phone (970) 264-4840 or call us at (888) 336-3030.

Note: We will send you back complete directions and check in instructions after your 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. **When checking out, please call (970) 264-4840 and leave a message, leave the keys on the dining table and lock the cabin.** The property managers will pick up the keys and inspect the cabin at 10 AM. Leave all used linens on the floors for housekeeping; please leave your trash in the cabin with the tops of the bags tied closed. If you have any questions about trash or check out procedures please call Pam Toll Free **(888) 336-3030**.

If you mistakenly take home a key, you will be charged \$5.00 for 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. If the hot tub needs servicing during your stay or you have any questions on its operation contact Pamela at 888-336-3030.

TRASH & BEARS:

Alpine Haven does not have a garage and therefore is not equipped with large trash containers. If you fill up both kitchen trash cans before your check out date, please call John at 264-4840 for a trash pickup. Otherwise the cleaning crews will take the trash away after your departure. **Do not put your trash outside as we have bears and other critters** that will be attracted to the trash and may also attempt to come into the cabin for more yummy trash. Also note that the smell of food can attract bears, **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 Pamela at 888-336-3030. 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 us at 888-336-3030.

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. 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.**

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, guests amenities include hand soap, hand lotion, hotel size bath/shower gel, shampoo, hair conditioner. If the BBQ is out of propane please call the Frakes at **(970) 264-4840** 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 Mr. Frakes as soon as possible at 970-264-4840 or after hours call Pamela at 888-336-3030.

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 7-15 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 45 days prior to your check in date. **Make check, cashiers check or money order payable to: Acorn Lodging Partners.** A 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 **Pamela 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.

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 Partners. 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 Partners
C/O Colleen Doan
422 Gerona Avenue
San Gabriel, CA 91775
Phone (626) 482-7900 or (888) 336-3030

FAX TO: (626) 287-1549 or (970) 797-1500

Reservations Email: info@AcornLodging.com Website www.AcornLodging.com

Please call or email if you have trouble faxing. As soon as we receive your fax we will send you an invoice/confirmation by email.

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 Pagosa Chamber of Commerce MSN
Pagosa.com Smartpages.com Google Yahoo Other Wolf Creek Ski Area Web Site

I would like to pay by CHECK CREDIT CARD MONEY ORDER



Office Use	QB		DEP		CAL		SCH		FP		DIR		RR/SD	
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