



ACORN LODGING

**FOR IMMEDIATE HELP ON ALL
QUESTIONS, PROBLEMS OR ISSUES**

Please text or call Pam at 626-589-7771
or email Pam@AcornLodging.com



ACORN COTTAGE GUEST BOOKING, POLICIES & PROCEDURES

This agreement outlines important rules, care procedures, and cancellation/refund policies.

Submitting a completed reservation contract by fax or on our web site acknowledges that you have read this agreement in its entirety.

BOOKING AND DEPOSIT

To make your reservation for Alpine Haven:

1. Confirm your dates are available on our online calendar ACORNLODGING.COM/BOOK or by calling 626-589-7771.
2. Read this agreement in its entirety. Provide the requested information for your reservation by using our online reservation contract at ACORNLODGING.COM/RESERVE-ACORN OR faxing the contract at the end of this document. Don't delay—requested information is time sensitive; your dates are not held until your reservation contract is received.
3. Within three days of submitting your reservation contract, pay the required deposit payment for your booking (details specified in deposit section below).

CHECK IN IS 4PM

We will send complete directions to the location, the lockbox and cottage key location and check in instructions after the reservation is paid in full. If you wish to check in early please call or text Pam on your check in day (or the night before) to inquire if it is possible. If the cabin is ready, we may allow earlier arrival.

CHECK OUT IS 10AM

Late check out must have prior approval and is not possible if the cabin has new guests arriving the same day as the cabin must be cleaned. Our cleaning service arrives at 10 AM. A portion of the security deposit may be deducted for late check out. On check out, please call or text Pam and leave a message, leave 1 key in the lockbox and 1 key in the house on the black buffet under the stairs and lock the cabin. If you mistakenly take home or lose a key the charge is \$5.00 for replacement. Detailed check out procedures will be provided with your payment confirmation

and directions email. If you have questions about trash or any check out procedures please call!

NUMBER IN PARTY

All guests must be disclosed on your reservation. Additional guests other than those noted on the reservation must have prior approval.

GENERAL REQUESTS

- **All guests are requested to remove shoes and leave them in the mudroom.**
- **DO NOT attempt to repair anything** in the cabin. If you have any problems with anything during your stay please contact Pam and we will arrange repair as expediently as possible.
- **If you're unsure, ask!** We're happy to take calls for questions and concerns. Please call Pam at (626) 589-7771.

NO SMOKING INDOORS & NO PETS ARE ALLOWED

The cabin is equipped with a Wifi smoke detector which send text alerts if smoke is detected indoors. Anyone smoking inside the cabin or arriving with a pet will be asked to leave. Payment WILL NOT be refunded and you will be charged \$25 for ozone treatment and \$200 for extra cleaning for indoor smoking or if pet dander or pet hair is detected by the cleaning crew after your departure.

OUTDOOR SMOKING

Smoking is only permitted outside. Please note we are in a high fire danger area so be caution with open flame and smoldering butts outdoors. Cigarette butts must be fully extinguished and disposed of in the trash. Please help us respect this beautiful

forest—littering is not allowed! If cigarette butts are found on the ground, decks or anywhere on the property outside of the trash containers and/or burn marks are found after your check out you will lose your full security deposit.

HOT TUB USE

Please carefully follow these instructions to prevent injury and/or malfunction or damage of the hot tub:

- MAX OF 3-4 GUESTS IN THE HOT TUB AT ONE TIME.
- Please shower before using the hot tub.
- Do not add any soaps or oils to the hot tub.
- Temperature will be set between 102-104 degrees.
- Do not splash the water out of the hot tub or overflow on the controls. The water needs to be kept at optimum level to protect the motors and plumbing. and water on the control panel will short out the hot tub.
- Always keep the hot tub covered when not in use.

TRASH & BEARS

Please do not leave or put trash outside, it will attract animals.

BEARS ARE WILD ANIMALS AND VERY DANGEROUS.

DO NOT FEED THE BEARS. Exercise proper safety including:

- Do not leave food on the decks or in your vehicle.
- Stow away food at night in the cabin.
- Close the downstairs windows overnight and also when you leave during the day.
- Make sure no food odors are in the kitchen.

SNOW PLOWING / SHOVELING

In winter if there is a plow-able snowfall of 3 inches or more of wet snow the driveway will be plowed once per day at no charge, mid-day or early afternoon for your convenience. Please move your cars off the driveway when our plow person comes. Most guests have no problems negotiating our driveway in winter when it is plowed; however it is often mandatory that everyone carry snow chains in the winter when traveling in the Colorado Mountains and 4-wheel drive is also helpful. The snow can reach anywhere from 2 to 6 feet deep in our area. If the road plow comes through at night, use the snow shovel to remove the snow berm. Never park on the main road—the snow on the side is soft and you will sink in the ditch and/or could block the main plow.

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.

FURNITURE

If you find 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 portion deducted from your security deposit.

SUPPLIES

- The cabin is fully furnished with linens, cookware and dishes.
- We also stock 4 rolls toilet paper, 1 roll of paper towels, laundry detergent and dish detergent.
- Personal amenities include hand soap, hand lotion, hotel size bath/shower gel, shampoo and 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 once provided supplies are depleted is up to the guests.

KITCHEN / PLUMBING

Please help us care for our plumbing. DO NOT pour any oils or grease of any kind into the kitchen sink drain. Cool grease and dispose in the trash. In this climate any grease will freeze and clog the drains. If you have any plumbing problems please contact Pam.

HEAT

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.

GAS LOG FIREPLACE

- DO NOT TRY TO OPEN THE GAS LOG FIREPLACE.
- DO NOT put wood into the fireplace—it only uses special cement logs.
- DO NOT lay any flammable items, jackets etc on the stove to try and dry them—it will quickly melt ski jackets!
- 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.

BOOKING DEPOSIT

FOR RESERVATIONS MORE THAN 60 DAYS FROM CHECK IN:

A deposit payment of 50% of the total rental fee (including security deposit) is due within 3 days of the booking date (booking date is when we receive your reservation agreement).

Your final payment is due 30 days prior to your arrival or sooner and can be made by check, cashier's check, money order or credit card, we also take payment by phone.

FOR RESERVATIONS LESS THAN 60 DAYS FROM CHECK IN:

A payment of 100% of the total rental fee (including security deposit) is due within 3 days of the booking date (booking date is when we receive your reservation agreement). 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.

PAYMENT

We accept all credit cards by phone or online (we will send invoice with online payment link) Make out checks, cashier's check or money order payable to: Acorn Lodging, note in the memo line you are reserving Acorn Cottage.

SECURITY DEPOSIT

A Security deposit of \$200 will be included in your rental fee. Security Deposits will be refunded 15 days or less after check out date if upon inspection there has been no furnishings/items missing, no furniture was moved, the satellite TVs and remotes have not been altered, no excessive dirt/mud or extra cleaning charges, no pet dander/hair, and no evidence or odor of smoking.

The cabin is inspected after each guest stay. If you find something is broken or damaged when you arrive, call or text Pam and leave a detailed message regarding the damage found upon check in. If you do not report issues at check in, you may be held responsible for 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!**

CANCELLATIONS & REFUNDS

ALL DEPOSITS AND RESERVATION PAYMENTS ARE NON-REFUNDABLE WITHOUT AT LEAST 60 DAYS NOTICE**

Cancellation notice must be written, and mailed, faxed or emailed to Acorn Lodging and notice must be received at least 60 days prior to the check in date. Telephone messages are not acceptable. If you cancel 60 days or more prior to your arrival date, you will be refunded your deposit/payments minus a \$60 cancellation fee.

**We do realize emergencies happen and if you must cancel 60 days or less before your arrival date, we do our best attempt to rebook the property with other guests and will refund any portion of the stay that we are able to re-book, less the cancellation fee.

EARLY DEPARTURE / NON-ARRIVAL

We cannot refund any portion of the rental fee should you have to leave early, do not show for your reservation or arrive late.

IN THE EVENT OF AN EMERGENCY

Call or text Pam at (626) 589-7771 or if you cannot reach her call Ann or Harvey Burch at (970) 946-4994 or (970) 946-4983

By faxing the contract that follows or using our online reservation contract at [ACORNLODGING.COM/RESERVE-ALPINE](https://www.acornlodging.com/reserve-alpine) you are attesting that you have read our Guest booking, Policies & Procedures for Alpine Haven in its entirety.

YOUR FAXED OR ONLINE RESERVATION CONTRACT MUST BE COMPLETED AND RECEIVED BY US TO HOLD YOUR RESERVATION.



ACORN LODGING

FAX TO:
(970) 797-1500

MAIL TO:
ACORN LODGING
232 SEGOVIA AVE
SAN GABRIEL, CA 91775

QUESTIONS?
CALL PAM
626-589-7771
PAM@ACORNLODGING.COM
ACORNLODGING.COM



ACORN COTTAGE RESERVATION CONTRACT

A Reservation Contract must be recieved by us to hold your reservations. Please visit acornlodging.com/reserve-acorn for our online Reservation Contract or complete and fax or mail this form.

Printed Name:

☐ I'm a returning guest.

Address:

City, State, Zip:

Mobile Phone:

Additional Phone:

Email:

Total No. Adults in Party:

Total No. Children in Party:

Total No. of Nights:

Children's Ages:

Arrival Date:

Departure Date:

Check in time: 4PM

Check out time: 10AM

How did you hear about us?

- | | | | | |
|---|---|---------------------------------|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Return Guests | <input type="checkbox"/> VRBO.com | <input type="checkbox"/> Friend | <input type="checkbox"/> TripAdvisor | <input type="checkbox"/> Colorado.com |
| <input type="checkbox"/> Tripz.com | <input type="checkbox"/> Pagosa.com | <input type="checkbox"/> Google | <input type="checkbox"/> Flipkey | <input type="checkbox"/> Other |
| <input type="checkbox"/> AcornLodging.com | <input type="checkbox"/> Wolf Creek Ski Area Web Site | | | |

I would like to pay by:

- ☐ CHECK ☐ CREDIT CARD ☐ MONEY ORDER

By submitting this completed Reservation Contract I acknowledge that I have read the Guest Booking, Policies & Procedures in its entirety. I understand there is NO SMOKING 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 NON-REFUNDABLE WITHOUT AT LEAST A 60 DAY NOTICE and that to be eligible for reimbursement CANCELLATION NOTICE MUST BE WRITTEN, and mailed, faxed or emailed to Acorn Lodging and received at least 60 days prior to the reservation check in date.

SIGNATURE

DATE

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