



The McCloud Cabin

RESERVATIONS, CHECK IN/OUT PROCEDURES & HOUSE RULES

The Mathews family is very pleased that you have chosen our delightful vacation home to stay in as “your home away from home” in the McCloud area.

We take great pride and care in every detail to assure that your stay is a comfortable one. We appreciate your cooperation, in advance, for respecting the property that you are staying in as if it were your own. We hope that our Policies & Services below answer any questions that you have. If they don't then feel free to contact us with any questions or concerns.

GENERAL RESERVATION INFORMATION

Please see our Rental Agreement and our listing information at <https://www.vrbo.com/238525> for complete details. Here are some additional gentle reminders.

- 100% of the reservation amount must be paid in advance via credit card to secure your booking. In addition to your nightly rate, this will include a \$200.00 security deposit, a flat \$50 cleaning fee, and a flat pet fee (if needed; \$25 per pre-approved pet). The balance due (if any) will be collected prior to arrival.
- We only accept most major credit cards via the HomeAway payment portal. See our listing at <https://www.vrbo.com/238525> for more information. WE DO NOT ACCEPT CHECKS.
- Once you have secured your booking, a reservation confirmation will be mailed to you.
- Bookings canceled at least 14 days before the start of the stay will receive a 100% refund.
- Bookings canceled at least 7 days before the start of the stay will receive a 50% refund.
- Bookings canceled after 7 days will not receive a refund.
- Cancellations must be made by 12:00 PM (Central Standard Time) on the appropriate day.
- No refunds will be given for weather-related issues. The home is located in a rural environment where storms (including snow) may cause power outages. The owners are not liable for acts of nature that may create problems with your stay. Though the access roads are generally plowed, snow may block or make the driveway impassable during your stay.

The following items are included with your reservation:

- Bed linens consisting of sheets, pillow cases and blankets with the beds made up and ready for your arrival.
- Towels, hand towels, face cloths, and kitchen towels.
- Paper products including facial tissue, toilet tissue and paper towels.

- The kitchen has most necessities including pots, pans, plates, cups, glasses, etc. In addition, the cabin comes with a coffee maker, blender, waffle maker, ice cream maker, mixer, etc.
- Laundry facilities (washer/dryer) are provided for your convenience.
- Miscellaneous items such as a propane BBQ, wood for the woodstove, snow shovels, DVDs, satellite TV, etc are provided for your convenience.
- The home you reserved is equipped with all basic necessities. All you need to bring are your personal items including bath soap, shampoo and food supplies etc. Contact us if you have any questions about specialty cooking utensils that may be provided prior to your arrival date.

CHECK IN/OUT PROCEDURE

- Check-in times are scheduled by appointment but are generally after 11a on the day of your arrival. Accommodations to this can be made with prior approval. We employ a lockbox system to provide you with a key to the home. We will send you the location and code information for the box within the last 7 days of your arrival and after we receive your reservation payment.
- We will NOT personally meet you at the cabin upon your arrival. You will be responsible for accessing the key, opening the home, and securing the home and your personal property at all times during your stay. See the Rental Agreement for more information.
- You are required to secure the home and return the key to the lockbox prior to your departure. If this does not happen, a \$50 lost key fee will be charged to your security deposit. Our McCloud cleaning staff visits the home right after your departure and is tasked with ensuring the key is in place and the home has been kept in good repair per the **House Rules** below.
- We encourage all guests to write comments in the Guestbook located next to the kitchen phone.

HOUSE RULES

- Smoking is allowed outside only. Please fully extinguish and dispose of cigarette butts in the garbage. Do not litter the property grounds.
- Only those in the Guest party set forth in the rental agreement may stay overnight on the property. Any other person on the property is the sole responsibility of Guest.
- This home is privately owned; the owners are not responsible for any accidents, injuries or illness that occurs while on the premises or its facilities. The Homeowners are not responsible for the loss of personal belongings or valuables of the guest. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premise.
- Keep the property and all furnishings in good order and only use appliances for their intended uses.
- Pets are permitted only with prior approval. All pets must be leashed and controlled when outside of the home to ensure neighbors and/or nearby livestock are not harmed or

bothered. Any damage caused by pets will be remediated with funds from the security deposit and/or litigation/mediation where applicable by law.

- No cars are to be parked in the meadow.
- There is no daily housekeeping service. While linens and bath towels are included in the home, daily maid service is not included in the rental rate. We suggest you bring beach towels. We do not permit towels or linens to be taken from the home.
- The wood stove is to be used by responsible adults only. Please only burn the wood that is provided by the owners. Do not burn trash or any other items not intended for burning. Do not clean out ashes as they may still be hot and could cause a fire.
- The fire pit in the meadow should only be used when weather conditions ensure safe burning by responsible adults only. Wild fires are commonly caused by open pit fires. If your fire gets out of control you will be held liable for the cost of fighting it and the loss of any structures.
- The cabin is on a well and septic system. The mineral content in the water is high and the well water may have a non-toxic odor. The septic system will clog up if improper material is flushed. DO NOT FLUSH anything other than toilet paper. No feminine products should be flushed at any time. If you clog the system with items not intended to be flushed you will be held liable for the cost to repair it.
- The back bedroom loft and meadow tree fort are off limits to guests due to risk of injury or death due to falling or other danger. Guests are prohibited from using these areas.
- Squaw Valley Creek runs cold and fast. Please take care in safeguarding all individuals and pets who choose to access the creek.

.....

We hereby agree to ensure that all members of our party abide by the above and understand that we may be charged to rectify and/or repair any items that we damage.

_____	_____	_____
Guest Name (print)	Signature	Date

_____	_____	_____
Guest Name (print)	Signature	Date