

## SHVR Reservation/Cancellation Policies:

### **Payments: deposit and refund policies:**

1. Saugatuck Hideaway Vacation Rentals (SHVR) accepts payments by check or any major credit card. Should you like to use a check for payment, please contact Lynda at 616-836-2719 for the mailing address. A valid credit card must still be on file for all reservations. Returned checks are subject to a \$50 NSF fee, immediate credit card processing and/or cancellation.
3. A minimum 50% deposit is required to secure dates. Final payments are due 30 days prior to your arrival, and will auto post to the credit card provided unless you contact us in advance with an alternate payment arrangement.
4. Reservations are considered final and non-refundable, 48 hours after confirmation is issued. Should you need to cancel for emergency purposes, SHVR will try to re-rent your property on your behalf. If successful, SHVR will reimburse you the amount of monies recouped, less a fee equal to 10% of your lodging total.
5. All reservations require a security deposit hold of \$250. Security deposits are released within 10 days of your departure provided there are no damages, kitchen cleaning charges, or late departure fees to be deducted.

### **Check in/out policies:**

1. Check-in time is any time after 3:00 PM Eastern Time. Early check-in requests are accommodated when possible, and are contingent on the cleaning service schedule. Request should be made on the original reservation form or as soon as possible to allow proper planning by the cleaning team.
3. You will check yourself in at Indian Point. Directions to the property and access information will be emailed to you after your final payment is received.
4. Check-out time is 11:00 am ET. Please respect this time, as we need the allotted time to prepare for the next guest.  
**Late check outs will be charged \$75 per hour or portion of an hour after 11:00 am.**

### **Property Usage:**

1. Indian Point may only be used by the number of guests specified on your confirmation letter. This includes infants and children! The TOTAL NUMBER OF PEOPLE staying at the property must be disclosed at the time of reservation in order to comply with state and fire safety laws.
2. Any parties or gatherings must be disclosed to SHVR at the time of reservation. Such events, if approved, may require an additional deposit. Reported parties not disclosed or approved at the time of rental will be charged a \$150 fee for breach of contract.
3. Prior to your arrival, your accommodations are cleaned and set up with fresh bed and bath linens for the number of people specified. Limited cleaning supplies are also provided for your use. Cleaning of the kitchen and washing dishes is NOT part of our normal housekeeping. If you choose to have us clean the kitchen on your behalf, there will be a minimum \$25 charge. Please maintain the property in a clean and sanitary condition at all times.
4. We ask that you refrain from smoking inside. Smoking is allowed on the screened porch. Please dispose of all smoking remnants responsibly. Failure to honor this request will result in a \$150 fee for breach of contract.

### **Pet policies:**

1. Dogs are allowed with prior approval. There is a \$10/day non-refundable pet fee. There may not be more than 2 dogs on the property at any time.
2. Dogs are not permitted in the homes unattended; they must be kenneled if left alone.
3. Dogs may not run loose on the property and must be kept on a leash or tie out at all times. You are responsible for cleaning up and properly disposing of any waste.
4. If your pet is normally allowed on the furniture, we ask that you use the provided sheet for them to lie on. For health purposes, and the consideration of future guests, pets are not allowed on the beds.
5. You are fully responsible for any damage caused by your pet(s). Damage and cleaning costs will be billed to your credit card as an extra fee.
6. Accidents happen but please check carpets carefully and clean any spots with the carpet cleaning solution located in the laundry room. If carpet is left unattended, we will call a professional cleaning company and deduct the charges from your credit card.

### **Security Deposit:**

1. You are fully responsible for any and all damages to the property and its contents. Should damages exceed your deposit; any attorney fees needed to collect the additional charges will be your responsibility as the lessee.
2. To protect your security deposit, please be sure to return all furnishings and home accessories to their original location, have all dishes washed and put away, clean the grill grate, and dispose of all trash in the provided dumpsters. To aid you in securing a full return of your security deposit, we provide a check-out list in the guest book at the house.

### **Disclaimers**

- SHVR or authorized agents may need to enter the property for the purpose of inspection, maintenance, or real estate showing. Our best efforts will be made to prevent any inconvenience or disruption of your vacation.
- In the event that a property becomes unavailable or uninhabitable due to circumstances beyond the control of SHVR, a refund or alternate arrangement may be offered.
- SHVR and the property owner shall be held harmless and be indemnified from any claim, loss, expense, damage, or injury resulting from guests' use or occupancy of the property. SHVR will not assume responsibility for loss, delay or expense due to weather, strike, or other circumstances beyond our control.