

SAUGATUCK HIDEAWAY VACATION RENTALS POLICIES FOR LODGING RENTALS AT SAUGATUCK RV RESORT (park models and travel trailers)

Reservation/cancellation Policies

1. Saugatuck Hideaway Vacation Rentals (SHVR) accepts payments by checks or by major credit card: Visa, MasterCard, American Express, and Discover.
2. Credit cards are processed by our booking agent, JB Travel Connections, and will appear on your statement as JB Travel Connections, in Portage, Michigan.
3. Should you like to use a check for payment, please contact Jody at (800) 910-2272 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.
4. All SHVR properties require a minimum 50% deposit 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 the office in advance with an alternate payment arrangement.
5. Written cancellations received more than 30 days prior to arrival will be refunded their deposit less a 10% administrative fee. Should you need to cancel within 30 days of arrival, SHVR will try to re-rent your property on your behalf. If successful, SHVR will reimburse you the amount of monies recouped, less an administrative fee equal to 10% of your lodging total.
6. All reservations require a security deposit hold of \$200. Security deposits are released within 10 days of your departure provided there are no damages, excessive cleaning charges, or phone charges to be deducted.

Check in/out policies

1. Check-in time for SHVR properties is any time after 4:00 PM Eastern Time.
2. Check-out time is 12:00 pm Eastern Time. **Our cleaning staff depends on this; therefore, late check outs will be charged \$75 per hour or portion of an hour after 12:00 pm unless a late check-out has been previously arranged.**
3. Early check-in requests are handled by the property owners/managers. You must call the property owner/contact number **ON THE DAY OF ARRIVAL** to see if an early check-in is possible.
4. You will check yourself in at the resort. A gate card and map will be waiting for you as explained in your confirmation. Please note: the gate stays up for **ONLY ONE CAR**. You will need to reinsert the card for a second car. Failure to do so may result in damage to the gate, which will be deducted from your damage deposit. Please return your card and map to the information folder in your rental unit. Failure to return the map and gate card may result in a \$25 charge/deduction from damage deposit. The Saugatuck RV Resort is located at 6473 Blue Star Hwy, Saugatuck, MI, 49453. For driving directions, you may use the MapQuest function located on www.SaugatuckRV.info.
5. Keys and local contact information will be waiting for you **at your rental unit**. You will find a park map on our website, www.SaugatuckRV.info.
6. Per the Association rules there will be **no check in or check out during quiet hours**.

Property Usage

1. Only the number of guests (this includes infants and children) specified on your confirmation letter may use the property. The **TOTAL NUMBER OF PEOPLE** staying at the property must be disclosed at the time of reservation in order to comply with state and local 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.
3. Parking is limited at most properties. Please limit cars to one per bedroom.

4. The toll free number to SHVR/JB Travel Connections DOES NOT ring into any of the properties, and should not be given as a contact number.
5. Prior to your arrival, your accommodations are cleaned and set up with fresh bed and bath linens for the number of people specified in your reservation. Daily maid service is not provided. You will find supplies for cleaning the kitchen and washing the dishes. Please maintain the property in a clean and sanitary condition at all times. **If you choose to have us clean the kitchen appliances or wash dishes on your behalf, there will be a minimum \$25 charge.**
6. Paper plates, paper napkins, paper towel, laundry soap, and charcoal are not provided by the owners. Please plan to bring them with you if you require them.
7. For safety purposes, and the consideration of future guests, **smoking is not allowed inside any SHVR property.** If you must smoke, please do so outside and dispose of all smoking remnants responsibly.
8. **Failure to adhere to the above rental policies will result in a minimum \$150 breach of contract fee, and may result in immediate cancellation without refund.**
9. Renters are always welcome at Saugatuck RV Resort (SRVR). However, we ask that you understand, respect and abide by the SRVR Rules for Renters so as not to infringe upon the property owners in the Resort. Your cooperation will not only ensure that your stay is pleasurable and relaxing, but is greatly appreciated.

Pet policies:

1. Some, but not all, of our Goshorn Lake properties allow pets with prior approval. There is a \$10/day non-refundable pet fee. Per Association rules there may not be more than 2 pets on the property at any time.
2. Dogs are not permitted in the rental 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 bring a sheet with you 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, or extra cleaning required as a result of, the pet(s). Damage and cleaning costs will be billed to your credit card as an extra fee.
6. Failure to adhere to the above pet policies will result in a \$150 breach of contract fee, and may result in immediate cancellation without refund.

Disclaimer: 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.

Prices, property, and other specifications are subject to change without notice. In the event that a property subsequently 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.