

Reservation/Cancellation Policies

1. Saugatuck Hideaway Vacation Rentals (SHVR) accepts payments by 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. Deposits are non-refundable.

5. All reservations require a security deposit hold of \$200. Security deposits are released within 15 days of your departure provided there are no damages, excessive cleaning charges, or phone charges to be deducted.

6. Final deposits and security deposits 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.

7. Should you need to cancel for emergency purposes, SHVR will try to re-rent the property on your behalf. If successful, SHVR will reimburse you the full amount of monies recouped, less a fee equal to 10% of your lodging total.

8. Trip insurance is available, and may help protect your investment in case of an emergency. Contact JB Travel Connections at (800) 910-2272 for a quote.

Check in/out policies

1. Check-in time for SHVR properties is 4:00 PM Eastern Time or later.

2. Early check-in requests are handled by the property owners. You must call the property owner/contact number ON THE DAY OF ARRIVAL to see if an early check-in is possible.

3. You will check yourself in at your reserved property. The keys and an additional copy of local contact information will be waiting for you. For directions to your rental property, please visit www.SaugatuckHideaway.com, and use the MapQuest function on the page of your property.

4. Check-out time for all SHVR properties is 12:00 pm ET. Late check outs will be charged \$75 per hour or portion of an hour after 12:00 pm.

Property Usage

1. Only the number of guests specified on your confirmation letter may use the property. 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.

3. Parking is limited at most properties. As a general rule, please limit the number of cars to one per bedroom.

4. Unless otherwise stated, each SHVR property has a private phone, and you will be provided with the number upon final payment. 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. Local, credit card or calling card, and outgoing collect calls are free. No long distance is available without a calling/credit card.

5. Prior to your arrival, your accommodations are cleaned and set up with fresh bed and bath linens for the number of people specified. 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 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.

Pet Policies

1. Some, but not all, of SHVR properties allow pets with prior approval. There is a \$10/day (\$50/week maximum) non-refundable pet fee. A second pet may be added for \$5/day (\$25/week maximum). There may not be more than 2 pets 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 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.

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, 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 at each property. You may also print this in advance from our website by clicking here.

Special Considerations for all Goshorn Lake (GHL) Properties

All of the properties within the Saugatuck RV Resort, located on Goshorn Lake, are bound by the following rules and guidelines established by the SRVR community.

Saugatuck Rv Resort Rules and Regulations for Renters

1. Quiet time in SRVR begins at Midnight until 8:00a.m. during the week. Quiet time in SRVR begins at Midnight until 10:00a.m. during the weekend.
2. Loud noise and harmful or offensive activities will not be permitted.
3. Trespassing on another site is prohibited.
4. You must drive according to the posted speed limits, which is **5 mph** within the park.
5. Motorcycles may be driven only from the resort entrance to the site and back.
6. No parking is allowed on any roads or vacant sites. Park in designated areas only.
7. Campfires must be only in approved devices, attended at all times, and extinguished upon retiring.
8. No tents allowed in the park.
9. Association boats are for use by association members only.
10. Only boats registered in the name of the co-owner are permitted in the park.
11. Pet owners are responsible for the safety, behavior, noise and immediate clean-up of their pets.
12. Pets must be leashed at all times when off owners premises.
13. Pets are prohibited from beaches, docks, playgrounds and all common buildings.
14. Pets may not be left unattended.
15. Observe all posted beach rules which are posted at the entrance to the beach.
16. No life guards are on duty, therefore, swim at your own risk.
17. Children may not be left unattended at the beach and parents are responsible for the safety of their children at the beach and lake.
18. Swimming after quiet time is prohibited.
19. Garbage shall not be left out overnight. Place all garbage in the receptacles provided by the park. (located to the left of the entrance/exit gate.)

In the event that any of the SRVR rules are not adhered to, you may be asked to leave the property immediately, and 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. In the even 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.

*Prices, property, and other specifications are subject to change without notice.