

SHVR Reservation/Cancellation Policies for Goshorn Lake Properties

1. Saugatuck Hideaway Vacation Rentals (SHVR) accepts payments by checks or any major credit card.
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. Once deposited, reservations are considered final and non-refundable. 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.
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
7. 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 any time after 4:00 PM Eastern Time.
2. Check-out time for all SHVR properties is 12:00 pm Eastern Time. Late check outs will be charged \$75 per hour or portion of an hour after 12:00 pm.
3. 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.
4. You will check yourself in at the resort. A gate key will be waiting for you as explained in your final confirmation. 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 property. You will find a park map on our website, www.SaugatuckRV.info.
6. Per the community rules (below) there will be **no check in or check out during quiet hours**.

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 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 following standards so as not to infringe upon the property owners in the Resort. Your cooperation will not only to ensure that your stay is pleasurable and relaxing, and is greatly appreciated.

A SUMMARY OF RULES AND REGULATIONS FOR RENTERS AT THE SAUGATUCK RV RESORT

These rules have been taken from the Bylaws and Rules and Regulations as adopted by the SRVR Association, and should only be considered a summary. If you have questions about these or other rules and regulations, please contact a park manager or an owner. Failure to comply with these rules will be reported to the park manager and the property owner and may subject you to eviction regardless of your contract with the property owner or Saugatuck Hideaway Vacation Rentals.

Thank you for your cooperation, and enjoy your stay at SRVR.

Should you be renting a vacant lot, no RV shall be less than twenty-eight (28) feet. No overnight tent, truck camper or camping trailer with fold-down or pop-up attachments shall be placed within a site or occupied at any time.

No personal bicycles, vehicles, chairs or benches shall be left unattended on or about the common elements.

Illegal drugs or any unlawful activities of any type are prohibited in the park.

No tenant or guest shall use or permit the use of any firearms, air rifles, pellet guns, B-B guns, bows and arrows, sling-shots, fireworks (other than hand-held sparklers) or other dangerous weapons, projectiles or devices anywhere on or about the Resort premises.

All vehicles, including golf carts, motorized bikes or motorcycles, as well as their drivers, must be properly licensed. Motorcycles may be driven only to and from the park entrance and the site. The posted speed limit is 5 miles per hour. No more than 2 vehicles customarily used for

transportation purposes shall be kept on any site. No parking is allowed on any roads, on any common areas, on any vacant sites, on any playground, or in the beach areas without the consent of an SRVR manager. Overflow guest vehicles are to be parked in visitor parking.

Campfires are allowed only in approved devices and must be attended at all times, and extinguished upon retiring. Large fires are not permitted.

All refuse is to be placed in plastic bags or other suitable containers and placed in the dumpster.

All sites must be free from unsightly refuse and trash at all times, and not be left out overnight.

All renters are fully responsible at all times for the actions of their guests and children.

State law prohibits more than 8 persons occupying a site overnight.

The number of pets per site is limited to two. Pet owners are responsible for the safety, behavior, noise and immediate clean-up after their pets.

Pets must be leashed at all times when off-premises, and are not permitted to run loose.

Pets are prohibited at all times from beaches, docks, playgrounds, and all common buildings.

Quiet time in the Park is midnight until 8 a.m. and extended to 10:00 a.m. on weekends and week-day holidays.

Clotheslines are not permitted.

Trespassing on another owner's site is prohibited.

There is no lifeguard at the beach. **SWIM AT YOUR OWN RISK.** Swimming is prohibited during quiet time. Glass containers are not permitted on the beach. All ropes, floats and rings are safety devices and are for **EMERGENCY USE ONLY.**

Fishing is not permitted in designated swimming areas.

Only boats registered in the name of an owner are permitted in the park. Association boats are for use by Association owners only.

Laundry facilities are available in the recreation facility. Please clean up afterwards, and dispose of all trash in the dumpster.

The recreation facility contains a computer and a monitored wireless internet system. Users are strongly advised to review Regulation IV, Rule 5 of the Rules and Regulations which is also posted on the wall near the computer. Violations will result in limiting or denying access to the computer and/or the system.

In the event that any of the SRVR community rules are not adhered to, you may be asked to leave the property immediately, and 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 a copy in advance at www.SaugatuckHideaway.com.

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.