

## SHVR Reservation/Cancellation policies:

### Payments: deposit and refund policies:

1. Saugatuck Hideaway Vacation Rentals (SHVR) accepts payments by checks or any major credit card.
2. 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.
3. 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.
4. 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.
5. 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 all SHVR properties is any time after 4:00 PM Eastern Time.
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 confirm 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 as stated in your confirmation. For directions to your rental property, please visit [www.SaugatuckHideaway.com](http://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. 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 12:00 pm. (Check-out for RV Lots is 2pm EST.)

### Property Usage:

1. All SHVR Properties 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. Saugatuck RV requires a permit from the park manager. Reported parties not disclosed or approved at the time of rental will be charged a \$150 fee for breach of contract.
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, SHVR properties **do not** have private phones. The toll free number to SHVR 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. Limited cleaning supplies are also provided for your use. Cleaning of the kitchen and washing dishes is NOT part of our normal housekeeping. Please maintain the property in a clean and sanitary condition at all times. If you choose to have us clean the kitchen 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, we ask that you refrain from smoking inside all of SHVR properties. If you must smoke, please do so outside and dispose of all smoking remnants responsibly. Failure to honor this request will result in a \$150 fee for breach of contract.

#### **Pet policies:**

1. Some, but not all, of SHVR properties allow dogs with prior approval. Pets are not allowed at any Saugatuck RV Resort property. 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 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.

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