

Destination Big Bear Cabin Rental Policies and Information



Office Hours:

Destination Big Bear is open 7 days a week, 8:00 A.M. to 10:00 P.M Saturday through Thursday and 8:00 A.M. to midnight Friday. Emergency maintenance technicians are available 24/7. Our office can be reached via phone at (909) 752-0234.

Check-In/Check-Out

Please check in at our office at 41922 Fox Farm Rd, Big Bear Lake, CA 92315. You are required to have an ID that matches the name on the booking. Primary renter/tenant is defined as the person reserving and paying for the security deposit/rental fees and is responsible for all guests staying at the property during their stay. They must be present the entire stay and ID is verified to receive key information upon check-in.

Check-in time is 3:00 p.m. and check out time is 11:00 a.m. unless other arrangements have been made.

Please call the morning of your arrival to see if a complimentary early check-in (1:00 P.M.) is possible. Destination Big Bear inspects all properties the day of your arrival to ensure the home is ready for your stay. Early check-ins can dramatically affect our quality assurance program and our staff will make an effort to accommodate your request if possible, but is not guaranteed. Late check-ins can potentially affect the quality of your stay and our service. If you are arriving very late at night it can directly affect hot tubs being heated and ready, snow removal, finding the property and access to the property. No credits will be given to parties that arrive late and experience difficulties.

Complimentary late check-outs (1:00 p.m.) require a phone call the day of your departure. We will do our best to accommodate your request. Inquire on pricing with our booking agents for check-outs after 1:00 P.M.

From December 14th to January 6th, check-in is 4:00 P.M. and check-out is 10:00 A.M. No early check-ins or late check-outs are available during the winter holiday season.

Age Requirement

Primary renter/tenant must be 25 years of age or older. Primary renter/tenant is defined as the person reserving and paying for the security deposit/rental fees and is responsible for all guests staying at the property during their stay.

Property Check

You, the tenant, is financially responsible for any damage done to the home during your stay. If you notice any damage or anything out of the ordinary, please contact us within 1 hour of your arrival at (909) 752-0234 or info@destinationbigbear.com. Please make sure to check to see if you have heat, electricity, hot water and the hot tub is working upon arrival.

Privacy

Big Bear Cabin Rentals require weekly maintenance for the following; spa service, landscaping services and irrigation. These outside companies are usually at the homes for less than 15 minutes with routine maintenance scheduled during weekdays. More extensive maintenance will be schedule around your booking.

Security Deposit

Security Deposit amount varies for each property, depending on quality, amenities, and location. We inspect each property before and after each reservation. Your deposit will be returned to you within 21 days after your stay, HOWEVER, it usually only takes up to 10 days, if there are no damages and no excessive long distance phone charges. If there is damage, we will call/email and inform you of the problem and work with you to solve it as quickly and easily as possible. Deposits are returned the same way they are paid. We will return the deposit back to the first credit card used, if we are unable to refund the first card for any reason the system will then go to the next payment. Keep in mind financial institutions limit refunds either 60 or 90 days from the original payment. If we can not refund your credit card we will send you a check.

Neighborhood Tranquility

Please understand that you are a guest of Big Bear Lake and staying in a residential area. You agree to respect the neighborhood and those around you. You agree to respect the neighborhood tranquility.

Disturbing the peace is a City Ordinance Violation. Please keep noises to a minimum **between the hours of 9pm and 9am.**

Home Quality

Vacation Rental Properties endure heavier traffic and more abuse than an average home. While we do everything in our power to provide a clean and comfortable space for your vacation, we are also limited in some ways, and cannot promise absolute perfection. Vacation homes are privately owned, and we encourage homeowners to approve or complete necessary repairs as soon as possible. However, things like; carpet cleaning, yard work and cosmetic repairs are commonly scheduled during the off season, allowing more time to complete the work before the next guest checks in. If there is anything we should be aware of, or if you have a concern for safety please contact us immediately. We welcome and appreciate any feedback provided and will always make an attempt to make it right however possible, within reason. All Properties are inspected before arrival. If any damages are found at the home upon your arrival they must be reported to our office. If you fail to do so you will be responsible for the cost of the damage.

Destination Big Bear reserves the right to substitute like accommodations in the unlikely event that your rental home becomes uninhabitable or leaves our program. You will be notified and offered other accommodations. We understand each vacation has different needs so if the alternate property doesn't satisfy your needs and you choose not to stay, you will be granted a full refund once you initiate cancellation. We reserve the right to

cancel for any reason.

Mountain Critters - Big Bear is a mountain community located in a forest. Animals you may encounter are mice, woodpeckers, racoons, squirrels, gophers, bears and bats, among others. From time to time tenants will come across one of these animals either alive or dead, inside the home or outside the home. Common insects include ants, spiders, moths and flies. Insects can move very quickly when a home is left empty, even overnight and spiderwebs, dead insects or live ants are possible. Destination Big Bear inspects every home prior to your arrival but cannot guarantee the home will be free of pests. Credits will not be given to any tenant if an animal is found on the premises or near the premises alive or dead or if there are some insect issues. Please call us immediately if you encounter an issue and a staff member will come to the home.

Destination Big Bear will take every necessary step to repair amenities in a timely fashion. Credits will not be given if an amenity is not available for use.

Allergies

We can not guarantee that dogs and cats have not been in any of our homes, including homes that do not allow pets. Also, we have seen severe allergic reactions caused by pets or asthma complicated with the high altitude. In rare cases it has caused the renter to be airlifted off Big Bear Mountain to lower altitude. If you wish to book a home with us and you have allergies we will book the home to you through AIRBNB.com

City Occupancy Limitations (Adults and Children Over 5 Years Old)

Each property is licensed to accommodate a maximum number of adults, for any given time during your stay. Please do not exceed the designated amount of people. This is set by the city/county and is not negotiable; renters found to be in violation of these clearly posted allowances will be subject to immediate eviction and forfeiture of all rental fees, charges and deposits by the city. Children younger than 4 years old are not applied to occupancy count.

The Big Bear Lake City ordinance limits the number of cars that can park at each property. These are set by the city or county and are non-negotiable. Guests found to be in violation will be subject to immediate eviction and forfeit of all rental fees, charges and deposits. The maximum car parking is based on ideal weather conditions. Large vehicles take up more space than standard cars. Winter snow will likely reduce parking by one (1) or more spaces depending on your location. **Plan appropriately.** In some situations, larger vehicles or extra cars may have to park in a city parking lot which are based on availability. Please use common sense when parking- Do not block streets or corners and keep all cars parked in the driveway. During snow conditions, do not block snowplows or park anywhere on the street. City fines for blocking street during snow conditions is \$150, possibility of being towed and/or immediate eviction.

Pet Policy (Allowed in Pet Friendly Properties. Dogs Only)

There is a maximum of four pets allowed in each unit. Guest pets must be treated for fleas and ticks prior to arrival. Guests must pick up after pets and tightly tie the remnants in a plastic bag if staying in a Pet Friendly unit. Pets are not allowed on the furniture and all pet hair must be cleaned up prior to departure. A \$30 non-refundable per pet fee is required for all pet rentals. The violation of any terms of this pet policy subjects the guest to additional fines or termination of the rental period. Guest pet policies and unit availability are subject to change per county and association rules and regulations at any time.

Supplies

Each cabin has minimal supplies. Destination Big Bear supplies bath towels, bed linens, toilet paper, paper towels, trash bags, cleaning sponge, and minimal cleaning supplies. We do not supply shampoo, conditioner or shower soap. Hair dryers not guaranteed in all cabins. Each home has a different inventory of kitchen appliances and supplies.

Amenities

Amenities are not guaranteed at the time of arrival. Our cabins and homes are privately owned and certain maintenance and repair is based on homeowner approval. Destination Big Bear strives to work with homeowners to make sure cabins and amenities are in good repair, including window screens, hot tubs, game tables, internet, satellite dish, cable access, DVD players, TVs, light fixtures, etc. Kitchen appliances vary with each cabin and may be older or in repair. Please allow additional time to chill food in refrigerators due to them being empty prior to your arrival. Barbecue grills may or may not be cleaned between tenants. Pay-Per-View is not guaranteed and may require homeowner approval. Not all homes provide a land-line phone. Cell phone service varies due to area topography and cabin location.

Internet

Restrictions - You agree that you will not:

give out wireless internet password outside of your rental party;

reset, erase or modify the router password;

transmit any material that is unlawful;

transmit any material that infringes copyright or other proprietary rights of any party;

use the internet for excessively high volume data transfers.

Internet use will terminate immediately if you fail to comply with any of its terms or conditions.

No Warranty is provided for Internet use. Internet use and related equipment are provided "as is" without warranty or guarantee of any kind. In no event shall Owner be liable for its use. By electing to use Wi-Fi, you assume all risk and hold us harmless in the event of any damage you may suffer due to security breaches.

Hot Tub (If Applicable)

If a hot tub/spa/Jacuzzi is not working (if provided at the home), we will do our best get the homeowners' specified spa repair company to repair it. However, we do not offer any guarantees, refunds or compensation if it is not operational during your stay.

Game Tables (If Applicable)

DO NOT MOVE THE POOL TABLE! IF YOU MOVE THE POOL TABLE your full deposit will be forfeited and any amounts over that for additional repairs.

Barbecues (If Applicable)

Propane and charcoal BBQ grills should only be used outdoors. The grill should be placed well away from the home, deck railings and out from under eaves and overhanging branches. Keep children and pets at least three feet away from the grill area. Never leave your grill unattended. Always make sure your gas grill lid is open before lighting it. When you are finished grilling, let the coals completely cool before disposing in a metal container. If you smell gas while cooking, immediately get away from the grill and call the fire department. Do not move the grill. If the flame goes out on a gas grill, turn the grill and gas off and wait at least 15 minutes before re-lighting it. Never place hot ashes on the ground, in the snow, or anywhere besides the metal ash can provided at your cabin.

Propane tanks are filled as needed or when reported empty by guests. If you find the propane tank runs out during your stay, please call us and we will dispatch a person with a replacement. In case of delays, tenants are welcome to exchange the propane tanks out themselves if they wish. Walgreens, K-Mart and others provide an exchange program. We will offer a credit on your account if you do an exchange and provide us a receipt, saving a lot of possible time. If your home has a charcoal BBQ guests are responsible for providing their own charcoal.

Firewood

Most homes do not supply firewood, however if you are staying at a home and do locate firewood on the

property, please feel free to use at no cost. Destination Big Bear and the homeowner are not responsible for firewood or access to firewood.

Smoking Prohibited

Smoking is not allowed in any of our units. Smoking is not allowed outside by any open window/door. Smoking is permitted on balconies as long as the doors and windows are closed. Please be sure to dispose of butts safely and properly.

Fire Restrictions in the Big Bear Valley

Big Bear and Big Bear Lake visitors are reminded to exercise caution when visiting the National Forest and maintain a higher level of awareness with the increased fire risk. Travelers through the Forest should remain on designated roads and never park on dry brush or grass. Outdoor wood, charcoal, or campfires of any kind are not permitted. You may find a propane fire pit at the home. However, this is for homeowner use ONLY.

Fire pits are NOT permitted. You could face charges by the county, fined and lose your deposit or face additional charges. DO NOT remove fireplace or barbecue ashes from the premises. If ashes build up, place them carefully in the provided ashcan and make sure lid is on tight. Never use lighter fluid to light a wood burning fire.

Fireworks are always prohibited on the San Bernardino National Forest. The US Forest Service will be aggressively citing those who do not comply with the posted restrictions. Violation of these prohibitions is subject to punishment by a fine of not more than \$10,000 or imprisonment for not more than six months or both, as Class B misdemeanors under federal law. Persons may also be responsible for resource damage, suppression costs and any injuries that occur if they are found liable for causing a wildfire.

Cleaning

Your deposit is subject to be charged if excessive cleaning is required. Please wipe up or soak up any spills immediately. Tenants are required to remove their own trash, including kitchen, bathroom, beverage cans, cigarette butts, etc.

Spa - A \$75.00 minimum charge for dirty spas/hot tubs requiring a drain and refill. A \$200.00 minimum charge for spas/hot tubs requiring draining, cleaning and refill due to bacteria. Additional charges for filters if needed. Never use soaps, shampoos, bubble bath or any product that creates suds as this can damage the spa/hot tub. The chemical balance of a spa/hot tub is constantly measured and can change due to alcohol, urine, cleaning materials, lotions, etc. and can easily trigger the necessity for a drain, refill and scrub.

Garage Access

A majority of our homes DO NOT have access to the garage for vehicles or storage unless noted in the property description. Garages are typically where owners store seasonal items.

Snow Removal

Snow plows are dispatched only after 4-6 inches of accumulation has occurred and removal is based on city and snow removal company's schedules and routes. Each cabin is supplied with at least one shovel to allow access to the property. City plows may inadvertently leave a berm or small snow bank across the driveway which may impede access to the house until removed by the tenant. Issues or delays may arise if snow fall occurs close to your arrival or check-in, so please watch the weather to be prepared. Tenants are responsible for time and cost of snow removal during cabin stay and no credits will be issued due to inconvenience or issues. Please call Destination Big Bear for assistance if required. Snow is a desired mountain seasonal climate occurrence during the winter months.

Winter Weather in the Mountains

You are required to carry tire chains in your vehicle when traveling in mountain communities in the state of California from November through April. We are not able to help if your car becomes stuck for liability reasons.

Snow Removal is the guest's' responsibility. Winter snow will likely reduce parking by one (1) or more spaces depending on your location. **Plan appropriately.** Decks, porches, BBQ's and/or hot tubs may be snowed in depending on how much snow any given storm produces. Shoveling may be required to gain access to the cabin. A snow shovel will be provided at the home, if you are unable to find a shovel please contact us so we may deliver one.

Tenants understand that Destination Big Bear LLC, its owners, employees and the homeowners (collectively, the "Released Parties") are NOT responsible for any injury caused by slipping on snow or ice and that the tenants are responsible for the removal of snow and ice around the doorways and paths to house and car; that the Released Parties are not responsible for any personal injury or loss or damage to the tenants' persons or property or to their guests and that the tenants assume the risk to their persons and property caused directly or indirectly from foul, inclement weather conditions, acts of nature, failure of heat, accidents related to fire, heaters, stoves, or hot tubs, tenants' failure to remove snow and ice around access areas; for any unforeseeable circumstances. Under no circumstances will the tenants or their guests hold the Released Parties responsible for any damages or claims of any kind resulting from their stay. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premise.

No refunds will be made for circumstances beyond our control, acts of nature, or weather related problems. If all three access roads to and from Big Bear are closed for more than four hours at the same time, then you may re-schedule your stay for another time in the same home, you will have to pay the price difference if the price is higher.

Filming/Photography

Any filming and/or photography to be used for commercial use is prohibited unless all the proper authorizations and permits are obtained. Destination Big Bear and homeowner must be notified of intent and copies of signed permits must be provided prior to check in. Additional security deposit may be required.

Airbnb Maps

The location of listings pre-booking is always offset on the map, both shown in a general area on the listing page and the pin offset randomly on the search results page. This is essentially a security measure as it can be quite easy to determine where a home is (and all the potentially expensive items inside it) when there is an exact location pictured. This is both for host and guest safety. Airbnb randomizes the offset and it is something that is unable to override for any listing, thus it is impacting all hosts and guests.

Any violation of the Destination Big Bear and the City of Big Bear Lake Code of Conduct by anyone in your party will result in the immediate ejection of everyone, without refund of rents, security deposit and the addition of possible city imposed fines.

Big Bear Lake Cabin Booking and Cancellation Policy

A security/damage deposit is due at the time of booking. The balance is due 30 days prior to your stay/reservation and 45 days prior to holiday stays/reservation. Properties are subject to be released for re-booking if full payment has not been received within the said time frame. All payment arrangements other than what is described here must have supporting written documentation. No refunds will be issued for reservations made less than 30 days/45 days for holidays. Reservations cancelled prior to the 30 days/45 days for holidays will be assessed a \$100 fee.

If you need to cancel your reservation, call Destination Big Bear right away. Occasionally cabins can be re-booked in which case the \$100 fee will apply but is not guaranteed and you would be responsible for the full security/damage amount charged. NO REFUNDS FOR UNUSED NIGHTS or early check-outs. Refunds are only given if all road access to Big Bear Lake are closed at the same time and you cannot make it to your reservation.

Phone reservations must be paid within 24 hours by credit card, or with confirmation of mailing cashier's check or money order. No personal checks will be accepted within the 30 day period prior to your arrival date. Only CASHIER'S CHECKS, MONEY ORDERS, or CREDIT CARD payments accepted within 30 days prior to your arrival. Please check with the office regarding minimum day requirements.

Formal Quotes are issued by email and will be honored for 5 days. You must request a formal quote to lock in a price which will include the house, booking dates and cost. Phone conversations, verbal quotes and email threads will not be honored as formal quotes. Destination Big Bear uses a hospitality system that automatically increases and lowers rates based on occupancy and homeowner set specifications and pricing. We cannot guarantee the accuracy of rates that are more than 120 days out. Please call for verification.

Destination Big Bear reserves the right to cancel any booking at any time for any reason. If Destination Big Bear suspects that the renter will be in violation of the city ordinance either by occupancy or cars allowed, we reserve the right to cancel your booking prior to your arrival or if you have already arrived. Over occupancy will result in immediate eviction with no refund. Destination Big Bear also will not tolerate weddings, parties, events or any gathering that even briefly violates the city ordinance. Bookings cannot be guaranteed for any reason. Please call to verify if bookings over 120 days can be made.

Renters are 100% responsible for any fees or penalties related to downloading of music, movies, pay per view, etc to the home during their stay. Each renter is responsible for their guests. This also includes any fees related to copyright violations.

Make checks payable to: Destination Big Bear
Mail to: PO BOX 4351, Big Bear Lake, CA 92315

Other Fees and taxes:

11% Transient Tax + 2.5% Marketing Fee

Processing and Booking fees varies

Cleaning fees vary on size of home and cost between \$80-200.00

Destination Big Bear is open 7 days a week, 8:00 A.M. to 10:00 P.M Saturday through Thursday and 8:00 A.M. to midnight Friday. Emergency maintenance technicians available 24/7. Our office can be reached via phone at (909) 752-0234.

ITEMS LEFT BEHIND

If you leave a personal item behind, there will be a \$25.00 charge to pick up the item(s) and an additional charge for postage & handling. Be sure to carefully check for your belongings before you leave.

UPON DEPARTURE

1. Leave all used beds unmade.
2. On day of departure, wash all dirty dishes and dry. If the home is equipped with a dishwasher, please make sure you at least start the dishwashing cycle. Dirty dishes left behind will result in a \$50 charge.
3. Gather used towels together.
4. Upon final home departure, all windows and doors must be closed and locked.
5. Turn thermostat down to 55 F degrees and set to auto.
6. Check the home for forgotten personal items.
7. Turn off all lights.
8. Return keys (if not keyless) to lock box OR Destination Big Bear main office if you picked up the keys there.
9. Please depart the property by the check-out time on your contract. This is so that the housekeepers can get the home ready for the next guest which may be just a few hours after you depart.

TRASH REMOVAL "CLEAN BEAR" PUBLIC TRASH SITES



Big Bear does not provide trash removal for vacation rentals. Therefore, you must remove all of your trash. Renters are required to take their trash to the dump site. Failure to take trash to the dump sites will result in a minimum fee of \$25 per bag. If you wish, you may pay for trash removal service. Call for pricing - based on occupancy and cabin size.

CLEAN BEAR TRASH SITE #1

41970 Garstin Drive. BBL 92315 - 1/2 block off from Big Bear Blvd.

CLEAN BEAR TRASH SITE #2

Past the Village on Big Bear Blvd and Across from the City Hall / Performing Art Center. Clean Bear Trash Site #2 is in the parking lot of the auxiliary fire station