

## Big Bear Cabin Rental Policies



Destination Big Bear Cabin Rental Policies and Information.

### **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](mailto: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. Home and cabin openings can be arranged for an additional fee, but does not guarantee working services upon arrival due to changes from mountain climate and conditions.

### **Check In/Check Out**

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 an early check-in 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-outs (by 1:00 p.m.) require a phone call the day of your departure. We will do our best to accommodate your request. NO early check-ins or late check-outs are available during the winter holiday season or on holidays. Additional charges for late check-outs: \$50 for 2 bedrooms, \$75 for 3 bedrooms and \$100 for 4 bedrooms, larger cabins may cost up to \$200. 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.

**From December 14th to January 6th: Check In Time is 4:00 p.m. and Checkout is 10:00 a.m.**

NO early check-ins or late check-outs are available during the winter holiday season.

## 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. Most refundable deposits are between \$300 to \$500. 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.

### Big Bear Pet Friendly Cabins - Deposit (Refundable \$200)

There is a \$30.00 non-refundable fee for each dog (if dogs are allowed at the cabin, some cabins do not allow pets.) If you bring pets without our permission you will lose your entire security deposit.

## 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. Barbeque 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

### Internet Use Disclosure:

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.

### **Fire Pits**

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.

### **Other**

*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

*BBQ* - Some grills are propane and propane tanks cannot be filled between rentals. If you find the propane tank runs out during your stay, please call us and we will dispatch a person with a replacement. Please allow for a delay due to staffing and other possible emergencies. Tenants are welcome to exchange the propane tanks out themselves if they wish. The local Walgreens and Kmart both provide an exchange program. We will reimburse you for the cost of the propane if you choose to do this yourself. A receipt of purchase is required to be turned in and the refund will be issued with your security deposit.

*Mountain animals and insects* - 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.

### **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.

### **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.

### **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.

### **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.

## **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, 9am to 5pm. We can be reached at (909) 752-0234. For emergencies, call (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. Please turn lights off inside and outside.
2. Remove all trash inside and outside (extra's fee will apply for not doing so) See trash instructions below
3. Wash all dishes, empty dishwasher and put away (extra's fee will apply)
4. Pick up all pet hair and pet deposits left in yard (extra fee's apply)
5. Leave any special gate cards and parking space markers in their appropriate places (extra fees applied for lost cards, passes, keys)
6. Close all windows and lock up when you leave

#### 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