

Destination Big Bear, LLC

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VACATION RENTAL AGREEMENT EXCLUSIVE RIGHT TO RENT

This exclusive vacation rental management agreement is entered into as of this date _____, by and between _____ and Destination Big Bear, LLC (“Agent”).

RECITALS

A. Owner holds title to the real property commonly known as _____

(the “address”).

B. Agent is experienced in operation and managing a program for renting privately owned homes on a transient-vacation rentals basis.

C. Owner desires to engage the services of Agent to operate and manage the Premises on Agent’s program for renting privately owned homes on a transient-vacation rental basis (the “Program”), and Agent desires to provide such services on the following terms and conditions. In consideration of the mutual promises and covenants herein set forth, and for other good and valuable consideration, the receipt and adequacy of which is hereby acknowledged,

Owner and Agent hereby agree:

Section 1: Exclusive Agreement.

Owner hereby grants to Agent the sole and exclusive right to rent the Premises on a transient-vacation rental basis. Accordingly, agent shall be owed its customary management fee for all paying guests staying in the Property, except those booked solely by the owner. The Owner reserves the right to personally use the Property and allow guests to use the Property.

The Owner must check with the Agent regarding availability prior to scheduling personal use and must have written valid confirmation from Agent to validate a personal reservation. Validation shall consist of an Owner email inquiry followed by an email response from the Agent. Agent will not make a reservation during any period that an existing owner reservation has been scheduled and confirmed as set forth in this paragraph. An Owner may not make a reservation once booking is in process. Agent reservations may be made up to one (1) year in advance.

The rental of the Property is for short-term vacation use not more than thirty (30) days at any one time. Owner agrees that Agent may make reservation without prior notification to Owner for durations up to thirty (30) days.

Section 2: Term of Agreement.

This agreement shall become effective as of the _____ and continue in full force and effect unless and until terminated in accordance with the provisions of Section 12.

Section 3: Duties of the Agent. The duties and responsibilities of Agent are as follows:

- a) Agent shall use due diligence to locate and secure Guests and rent the Premises on a transient-vacation rental basis.
- b) Agent shall take all reasonable steps to enforce collection of rental monies.
- c) Agent shall use appropriate means to advertise vacancies and market the Premises to prospective Guests.

- d) Agent shall ensure the timely payment of all credit card discount fees
- e) Agent shall maintain rental and financial records and render a current monthly statement post marked by the 15th of the following month.
- f) Agent shall pay the Owner, not less than monthly, the rental income collected, less Agents fee earned and any additional expenses paid out.
- g) Agent shall ensure Premises qualify according to appropriate municipal, county, or state ordinance. All costs for such qualifications are the responsibility of the Owner.
- h) Agent shall report to, collect for, and pay to the appropriate municipality, the city's Transient Occupancy Tax and TBID city taxes.
- i) Agent shall conduct an open/closing inspection of each management booking. No additional fees for Management bookings. Agent shall collect from Owner, an opening fee and a closing fee for Owner bookings when requested by Owner. SEE FEE GRID ATTACHED
- j) Agent shall arrange for maintenance as reasonably necessary during duration of Guests stay, and in accordance with Section 8.
- k) Agent shall arrange for snow plowing of driveways, as required by local ordinance, the cost of which shall be billed directly to the owner.
- l) Agent shall provide housekeeping for Agent Guests of the Premises to included general cleaning.
- m) Upon Owner Approval, Agent shall perform a "Spring Cleaning" once a year, the costs of which shall be billed to the owner, and Perform a "Winterization" once a year at cost to based on the then current per house charge for maintenance. Both are considered Deep Cleaning.
- n) Agent shall use all necessary means needed for the orderly vacation rental management of the Premises.
- o) Agent shall determine check in and checkout times.
- p) When necessary, Agent shall arrange for initial snow removal from driveway and walkway at Owners expense prior to each renters arrival at the current billing rate. Rate subject to change by the vendor. Owner to notify in writing, any special requests on specific vendor where applicable.
- q) Agent shall attach a lockbox on premises at Owner's Expense.
- r) Agent to place a sign on the Property for emergency contact information, per city code.
- s) Agent may conduct a review of the Property with the "Rental Checklist" prior to the first rental. Deficiencies to be corrected at Owners expense with consent.
- t) Agent will not be held responsible for broken/missing items, etc. in the home, broken windows, frozen pipes/plumbing, electrical, structural issues or any other damages not caused by the Agent.
- u) Agent shall not be held responsible for any Contractor/Vendor repair work or negligence. Owner has the right to hire their own Contractors/Vendors.

Section 4. Duties of the Owner. The duties and responsibilities of the Owner are as follows:

- a) Owner must maintain the Premises in a safe, first-class condition, sufficiently furnished and decorated to satisfy the current demands of the traveling public.
- b) Owner must timely pay all utility and service bills including but not limited to phone, electricity, gas, water, cable, spa service, etc. Agent shall be entitled to a minimum fee of 10% of any bill or charge paid on Owner's behalf.
- c) Owner must make, or cause to be made, any repairs, replacements, alterations, or decorations as may be required to maintain Premises in a safe and aesthetic condition.
- d) Owner must provide Agent with an inventory of any current damages and operation manuals for appliances or equipment (make, model, serial number, operation instructions). Agent suggest that Owner secure items of high value and personal use within a locked security cabinet or closet, or remove such items from Premises.
- e) Owner is responsible for normal depreciation and wear and tear of Premises, its furniture, appliances and fixtures.

- f) Owner must ensure the property is in a clean condition at the outset of this agreement, or may request an initial cleaning for a charge to be billed to Owner.
- g) No Owner provided signage is allowed in the property without prior written approval of Agent.
- h) Owner shall arrange for snow plowing of driveways, as required by local ordinance, the cost of which shall be billed directly to the owner and notify agent which company Owner hired.
- i) Owner must equip the property with the following minimum items, all in safe, good working order:
 - 1) Comfortable, clean beds with the following necessary bedding for each: bedspread or comforter, one (1) blanket and standard sized pillows (no king size pillows).
 - 2) A variety of pots/pans, dishes, cups, glasses, cooking utensils, flatware, and dishes, enough to accommodate the maximum guests allowed by local ordinance.
 - 3) Appliances: microwave oven, coffee maker, toaster, color television (at least 19 inches) with cable or satellite and a DVD player;
 - 4) One alarm clock; and,
 - 5) A BBQ outside . Propane preferred.
 - 6) It is suggested that owner secure items of high or sentimental value for personal use within a locked security cabinet or closet or remove from the property.
 - 7) Owner must provide smoke alarms, CO detectors, fire extinguishers, emergency lighting, lighted address sign and any other code requirements as required by law and Agent. SEE BELOW
 - 8) Owner shall place clear and conspicuous numbers on the outside of the Property for identification. Owner shall permit Agent to place an illuminated address sign on the Property (required by law). The sign will be purchased at Owners expense.
 - 9) For Premises that include spas, Owner must provide outside house bib equipped with a hose that reaches to spa and a combination lock and chain for safety. Owner shall be billed direct by Spa Company monthly. Back to back fees will apply.
 - 10) For Premises that have a security alarm, Owner understands and agrees that Agent shall disarm alarm during the duration of renter's stay. Owner to provide alarm code designated for Agent only.
 - 11) Owner shall block any special subscription services, including but not limited to telephone, long distance, pay-per-view TV, On-Demand, and computer services from renter incurred charges. Agent shall not be held responsible for any such charges.
 - 12) If Property is in Big Bear Lake, Owner shall pay an annual registration fee in accordance with vacation rental ordinance 99-300. Owner shall be responsible for all property modifications required by this ordinance.
 - 13) Owner must provide a complete set of three sets of keys to the property/spa; front door and back door dead bolts and the door knob locks must be keyed alike. At Owner's request, Agent can cause locks to be rekeyed, for a charge to be billed to Owner. Owner shall be billed for cleaning after guest of owner stays, upon Owners Request.
 - 14) Owner hereby grants Agent access to the Premises (while occupied by Guests) during reasonable hours as may be necessary including without limitation for purpose of inspection, maintenance and emergency repairs.
 - 15) Owner to pay all vendor bills directly. Owner to notify in writing, any special requests on specific vendor where applicable.

Section 5: Rental Rate for Premises.

Agent, in its sole and arbitrary discretion shall determine the nightly rental rate for the Premises based on the current market conditions. Agent, in its sole and arbitrary discretion shall determine holiday prices and minimum night requirements. Agent will use its best efforts to maximize both rental rate and number of reservation nights.

Section 6: Agent's Fees.

Owner agrees to pay Agent a management fee of **27%** (“Management Fee”) of all gross rental income collected booked directly by Agent. **0%** will be paid to Agent on Owner secured/Owner managed bookings. Owner is solely responsible for all management duties and obtaining a City required license for Owner bookings. Agent will not be held liable or responsible for anything related to Owner’s booked guests. If Owner does not have on-site laundry, commission will be **30%**. If no on-site laundry is available for Owner bookings and Owner requires cleaning from Agency, Laundry fees/Time will be paid by Owner. Owner is solely responsible for 24/7 emergency calls from Owner booked guests, as well as snow removal and maintenance/repairs. The Management fee, and any additional expenses incurred by Agent on behalf of Owner, will be deducted from the gross rental income prior to a payment by Agent to Owner. Owner acknowledges and agrees that Agent may immediately deduct from rents collected and retain for its own benefit all amounts due to Agent hereunder. Agent may, in its sole and arbitrary discretion, offer additional services to Owner and/or Guests for additional fees not contemplated by this Agreement, fees generated from such additional services are not a part of the gross rental income, and shall belong exclusively to the Agent. Owner shall pay Agent any balances due to Agent stated on the monthly statement in a timely manner.

Section 7. Notification to Agent prior to Owner’s use of Premises.

Owner shall have the right to use the property with advance notice to Agent, providing that the Premises has not already been rented or reserved. An owner booked cleaning fee, opening and/or closing fee will be charged for each owner booking, upon request of Owner in writing. Property size, location and owner use frequency shall determine the cleaning fee. If the Owner causes displacement of Guests with a confirmed reservation (“Displaced Guests”) Owner agrees to be responsible for all direct and consequential costs and/or damages incurred as a result of Agents full management fee for any reservation cancelled as a result of management unavailability (in managements sole and arbitrary discretion) to relocate the Displaced Guests, and reasonable attorneys’ fees. Agent will use reasonable efforts to mitigate these damages. Owners can preview their calendars through the website. Bookings in BLUE mean pending payment; Bookings in Red mean confirmed and paid for. Owner bookings must be in writing and state whether an opening, closing or cleaning are needed or not needed.

Section 8. Maintenance.

- a) Owner authorizes Agent, in the name of and at the sole and exclusive expense of Owner; to make or cause to be made such maintenance, repairs, and replacement as may be required to keep the premises, furniture, appliances, fixtures, equipment and person property in safe and good condition. Agent agrees to secure the prior approval of the Owner for all maintenance expenditures in excess of Two Hundred Dollars (\$200.00) for any one item, except emergency repairs, as defined below in Section 8c)
- b) Agent shall cause to be made, and pay for, such repairs as may be required due to overt damage to the subject property by the guests, up to a maximum of guest’s security deposit, excluding normal “wear and tear”. Decisions regarding overt damage and ordinary wear and tear are up to the Agent’s opinion and sole arbitrary discretion.
- c) Emergency repairs are those that in the Agent’s opinion and sole and arbitrary discretion are necessary to protect the Premise or person(s) therein from damage, or to maintain adequate service for Guests. In the event of emergency repairs, Owner hereby agrees that Agent may proceed with the repairs without first obtaining the prior approval of the Owner (provided Agent makes a reasonable effort to contact Owner) and that Owner shall immediately reimburse Agent for all costs and expenses incurred in making such Emergency repairs. Agent may, but is not obligated to, advance funds for emergency repairs on behalf of Owner.
- d) Owner shall provide Agent Home Warranty Information if applicable. Owner shall add Agent Name(s) to Home Warranty so service call requests can be made.

- e) The Owner is responsible for maintaining the property including all regular maintenance, abatement, property condition, chimney sweeps, furnace filters, etc. The Agent manages the Renters in the property. The Agent is a Vacation Rental Company and NOT a Property Manager.

Section 9. Housekeeping.

Agent shall provide housekeeping to Guests at least once upon the completion of the Guest's stay. Housekeeping shall include general cleaning, furnishing linens (towels, washcloths, sheets, and pillowcases). Restock Guest Provisions are not included in the commission and will be added on to the statement for both owner and tenant bookings. These Provisions include costs of furnishings of expendables (soap, toilet paper, trash bags, paper towel, batteries, light bulbs, etc). Housekeeping does not include "deep cleans" or carpet cleanings, however these services are available at an extra charge to Owner. Housekeeping after guest of owner stays shall be performed only by Destination Big Bear, LLC staff unless otherwise agreed, with the costs of such cleans billed to the owner. If Premise is not adequately cleaned after Owner or Owner Guests bookings, Owner may be charged a fee for cleaning, determined by Opening Agent's sole arbitrary discretion. If Owner prefers to use their designated cleaner, please provide contact information to Agency.

Section 10. Sale of Premises.

In the event the Premises are sold during the term of this agreement, the agreement will be deemed voluntarily termination by Owner as the actual final closing date of the sale unless otherwise mutually agreed by the parties in writing. Owner agrees that sale of the Premises must be subject to all confirmed reservations and that the contract of sale must make a reference to this agreement and bind the buyer to honor all confirmed reservations. In the event that the contract of sale does not bind the buyer to such confirmed reservations, or buyer refuses to honor such confirmed reservations, Owner shall be liable to Agent for all direct or indirect expenses, losses or damages – including without limitation, agent's full management fee for any reservation cancelled as a result of management inability (in management's sole and arbitrary discretion) to relocate confirmed reservations, and reasonable attorney's fees-incurred as a result of any failure to honor such reservation. Agent will use reasonable efforts to mitigate these damages.

Owner agrees to notify Agent as soon as possible of Owner's intent to market for sale the Premises, and further agrees to notify Agent at least forty-five (45) days in advance or as soon as possible, of the projected closing date of any sale. Multiple listings Services showing instructions for the Premises must state the rental office must be called prior to showing to ensure that Guests are not disturbed. If such showing instructions are not included in any listing, for any reason, Owner agrees to be responsible for the full management fee of any reservation partially or fully refunded, at Agent's sole and arbitrary discretion, for disturbances of guests by persons showing the property.

Section 11. Insurance.

Owner must carry his own fire, casualty, and liability insurance on the Premises in an amount adequate to cover any and all losses, casualties and liabilities including, but not limited to, property damage, personal injury and/or death, and total destruction of the Premises, but in no case shall the coverage be less than \$1,000,000 for each occurrence, which shall include renters insurance and loss of rental income coverage.

Upon agent's request, proof of insurance indicating amount of coverage must be provided by Owner to Agent, and Agent's request of such proof is an express condition precedent to the obligation of Agent to pay Owner any amounts pursuant to this agreement. Agent's failure to request such proof of insurance, or Owners failure to provide such proof of insurance shall not be deemed a waiver of Owner's obligations to maintain such insurance.

Agent shall have the right to suggest from time to time to make changes (including without limitation increase to require minimum liability limits) to the foregoing insurance requirements and/or to require additional coverage not described above, as required by Agent's insurance carrier. In addition, the above insurance requirements are subject to change or the imposition of additional coverage if required by any laws, regulations or policies applicable to the Program.

Owner shall add Destination Big Bear, LLC on to their current policy as an additional insured and provide the declaration page to Destination Big Bear showing the addition prior to the first rental. Your insurance company does not charge you extra for this addition.

Agent shall provide information to Owner's insurance company, as requested by the insurance company.

Section 12. Termination

Agent or Owner may terminate this agreement at any time for any reason upon thirty (30) days written notice to the other party. Owner agrees that, at the sole and arbitrary discretion of Agent, such termination will be subject to, and Owner will be bound to honor, all confirmed reservations during the thirty (30) days and event reservations within 1 year from termination date, following the written termination notice. In the event, that the Owner refuses to honor any and all confirmed reservations during the time frames above, Agent will use reasonable efforts to mitigate damages, however, Owner shall be liable to Agent for all direct or indirect expenses, losses or damages, however, including without limitation, agent's full management fee for any reservation cancelled as a result of management inability (in manager's sole and arbitrary discretion) to relocate confirmed reservations, and are reasonable attorney fees incurred as a result of any failure to honor such reservation. Owner's refusal or inability to obtain or maintain insurance in accordance with section 11, will be deemed the Owner's voluntary and immediate termination of this agreement, and Owner's voluntary refusal to honor all confirmed reservations. Owner's sale of the Premises will be deemed the Owner's Voluntary termination of this agreement.

Section 13. Indemnification and Waiver.

Owner agrees that Agent shall not be liable for any damage or liability of any kind, or for any injury or death of persons, or damage to party of Owner or any other person during the term of the agreement, from any cause whatsoever, resulting from the use, occupation or enjoyment of the Premises by any Guests, any person holding under Guests, and invitee of Guests, any Owner, any person holding under Owner, or any invitee of Owner. Owner hereby further agrees to defend, indemnify protect and save harmless Agent from all liability whatsoever including, without limitation, liability claimed by any person or entity, for any and all real or claimed damage or expense, injury, damages or loss of property by theft, vandalism or malicious mischief, injury or death to any persons, from any cause whatsoever, from all liens, claims and demands arising out of the use of the Premises and its facilities, any repairs or alteration which Owner may make or cause to be made upon the premises and any claims of any employee, agent, or contractor of Owner against Agent.

Owner shall not be liable for damage or injury occasioned by the gross negligence of Agent unless Owners' insurance covers such gross negligence. The foregoing obligation of Owner to indemnify shall survive the expiration of earlier termination of the term of the agreement and shall include all costs of legal counsel and investigation, together with the other costs expenses and liability incurred in connection with any and all claims of damage, actions, suits or proceedings to which Agent may become involved by reason of having been an Agent pursuant to this agreement.

Section 14. Agent Assumes No Liability.

Agent assumes no liability whatsoever for any acts or omissions of any previous owners(s) of the Premises, or any previous management or other agent(s) of either. Agent assumes no liability for previously known or unknown violations of federal, state or local laws or regulations, including without limitation environmental regulations. Any regulatory violations or hazards discovered by Agent shall be brought to the attention of Owner, and Owner shall promptly cure them.

Section 15. Agency

All actions taken by Agent with respect to Premises pursuant to this agreement shall be taken as agent for Owner. All obligations or expenses incurred in the performance of Agent’s duties and obligations hereunder shall be for the account, on behalf, in assistance, and at the expense of the Owner. Agent shall not be obligated to make any advances to or for the account of Owner or to pay any sum, except out of the funds held for or provided by Owner, nor shall Agent be obligated to incur any liability or obligation on behalf of Owner without absolute and unconditional assurance that the necessary funds for the discharge thereof are immediately and presently available from Owner.

Section 16. General Provisions.

- a) Attorneys’ Fees. In the event of any controversy, claim or dispute relating to this agreement or any breach thereof, the prevailing party shall be entitled to recover from the other party or parties its reasonable attorneys’ fees and costs.
- b) Assignment. This agreement may be assigned, in whole or in part, upon the written consent of the other party, which consent shall not be unreasonably withheld. This agreement shall be binding upon and shall inure to the benefit of the successors and assigns of the parties hereto.
- c) Choice of law, Choice of Forum. This agreement shall be governed by, enforced and construed in accordance with the laws of the State of California. If any term, provision or condition contained in this agreement (or the application of any such term, provision or condition) shall to any extent be invalid or unenforceable, the remainder of this agreement shall be valid and enforceable to the fullest extent permitted by law. In all cases the language in all parts of this agreement shall be construed simply, according to its fair meaning under California Law. The parties hereby submit to the jurisdiction of the courts of the State of California and of the United States in the Central District of California. In the event any dispute arises between the parties, the parties agree that the venue or the given dispute shall exclusively be Big Bear Lake, San Bernardino County, California. The parties agree that this is a mandatory forum and venue selection clause, which shall survive the expiration or earlier termination of the term of the agreement.
- d) Waiver. Agent’s waiver or failure to enforce any provision of this agreement shall not operate as a waiver of any future breach of any such provision or any other provision hereof.
- e) Amendment to this Agreement. No salesperson, employee, contractor or representative of the Agent or Owner, or any independent broker or any other person has authority to modify the terms of this agreement or make any agreements, representations or promises except by an instrument in writing, executed by the Owner and an office of the Agent.
- f) Knowledge of Agents Policies, Opportunity to Ask questions prior to Execution. Owner acknowledges that there is meaningful choice in management companies in the Big Bear area.

FEE GRID FOR OPENING/CLOSING FOR OWNERS and OWNER GUESTS

<u>SQUARE FEET</u>	<u>OPENING COST</u>	<u>CLOSING COST</u>	<u>CLEANING FEES</u>
Any size home	\$20	\$25	varies

RE-STOCK GUEST PROVISIONS (SUPPLIES)

- g) Guest Provision (supply) Costs will be added on to the monthly statement for each booking (for owner bookings where we clean as well as tenant bookings). These provisions include hand soap, dishwasher soap, dish soap, laundry soap, paper towel, toilet paper, sponges, light bulbs, batteries, trash bags, etc for

Agent bookings. Owners will still be required to restock after their stay or their guest stay. Those fees are noted below and vary on size of home. It's a minimal price charged to the home owner on each statement per booking. We will at times put additional supplies (razor, shampoo, toothpaste , etc) at no charge to you.

- h) For all owner bookings where owners clean themselves, you are required to re-stock the following: Paper towel per kitchen/bar sink, toilet paper 2-4 rolls per bathroom (homes that sleep 10 or more should have 4 rolls per bathroom), hand soap in all bathrooms and sink areas, laundry detergent, dishwasher soap and dishwashing soap, min 10 trash bags in the kitchen and 2/bathrooms, a new sponge, light bulbs and batteries when needed, re-fill your cleaning supplies (Windex, 409 counter, floor cleaner, vacuum bags, etc) The cost below in the Fee Grid does not include cleaning supplies/batteries/light bulbs, for tenant use. You may see a charge occasionally for those items.

FEE GRID FOR COST OF RESTOCK GUEST PROVISIONS (SUPPLIES) – CHARGED PER BOOKING

Based on # of bathrooms and kitchens or bar sinks.

<u># BATHROOMS</u>	<u># OF KITCH/BAR SINKS</u>	<u>TOTAL</u>
1	1 / 2	\$6/8
2	1 / 2	\$8/10
3	1 / 2	\$10/12
4	1 / 2	\$12/14
5	1 / 2	\$14/16
6	1 / 2	\$16/18

Property Owner(s):

Owner Signature

Date

Co-Owner Signature

Date

Printed Owner Name

Printed Co-Owner Name

SS# or Tax ID# _____

Owner

SS# or Tax ID# _____

Co- Owner

Home Phone () _____

Work Phone () _____

Cell () _____

Owner

Cell () _____

Co-Owner

Email _____

Mailing Address: _____

IMPORTANT REMINDERS TO GET STARTED ON THE RIGHT TRACK

- 1) Be sure to ADD April Oswald and Nick Cargill on to your HOME WARRANTY if you have home warranty and be sure to provide us with the phone number and policy number
- 2) Be sure to call your insurance provider and ADD Destination Big Bear, LLC on as an additional insured. There is no extra cost for doing so. PROVIDE US with the DECLARATION PAGE stating this information. FAX: 866-824-1738 – if you need contacts, please email office. Insurance companies are always changing the policies that they cover. It is important that you are covered for nightly average 2 night rentals and not full time renters – there is a difference. Ask us for a referral to a Broker if your current company does not offer this type of policy.
- 3) Be sure to ADD Destination Big Bear (April Oswald or Nick Cargill) on to your CHARTER or DISH account so that we can call them when a problem arises in order to get your cable/DIRECTV to work for the tenants as well as ADD Destination Big Bear on to all UTILITY Accounts as an approved contact. Provide us with the password on your account so they will allow us to access it.
- 4) Add Destination Big Bear to your ALARM COMPANY for authorization if the alarm goes off. Please PROVIDE us your PASSWORD and phone number/name on the account. This is important.
- 5) Arrange for Snow Plow - yearly snow plow service. We recommend you call Mile High Snow Removal since they give our company a very good deal. Prices may change but currently, it is \$30 per snow plow for almost all driveways. Again, hand shoveling is not included. You have the right to go with whoever you want. Mile High 909-866-6422. Mention Destination Big Bear for discount.
- 6) We recommend that you use a spa company who is familiar with operating a Vacation Rental Spa. There are many spa companies in Big Bear to choose from. Here are a few who are familiar with our company and operating vacation rental homes.
 - a. Spa Kings (909) 730-0669
 - b. Steve Olson (909) 261-6906
 - c. Timberline Spas (909) 866-5500

IF YOU HAVE ANY CODE QUESTIONS, please contact the City direct – Phil Mosley with any questions or concerns about their requirements. WEBSITE: www.CityBigBearLake.com or 909-866-5831

Homeowner Checklist & Guide for Preparation

1. Identify closets or storage areas that can be locked and store any personal items that you highly value or would not want a stranger using. If you are afraid something might be stolen or broken, then it is best to store it or remove altogether.
2. Although linens and towels are provided, it is often seen that your linens may be replaced/mixed in with the cleaner's linens/towels. It is hard for them to remember which house has which linens/towels. If you are attached to any of these items, it is best to store them. We DO provide our linens to tenants. This includes sheets, towels, pillow cases. No blankets, comforters, pillows.
3. Remove any trash cans to avoid issues with trash and animals. EXCEPTION: Big Bear City / County homes require an outdoor trashcan with locking lid. Guests are still required to take their trash.
4. Make sure that all windows are lockable.
5. Window covering on all windows.
6. Screens on all windows with no tears or holes. (City Code) .

Unit Supplies, Appliances and Recommendations

General Requirements

- Vacuum Cleaner (bagless preferred) for guest use
- Broom w/ Dust Pan, Mop and Bucket, Snow Shovel for guest use
- Basic Cleaning Supplies for guest use (Windex , Multi-purpose Cleaner)
- Window Coverings
- Portable Heater and Fan

Kitchen Supplies & Equipment

- Dinner and Salad Plates, Bowls, Glassware, Coffee Mugs, Wine Glasses
- Silverware, Steak Knives, Cooking Knives and Utensils
- Pots and Pans
- Mixing Bowls, Measuring Cups and Spoons, Baking Dishes, Cookie Sheets and Cake Pan
- Coffee Pot and Filters, Toaster, Microwave
- Wine Bottle Opener, Can Opener, Grater, Scissors, Dish Drainer
- Paper Towel Holder, Hot Pads and Oven Mitt
- Trash Can
- Destination Big Bear provides trash bags, paper towels, dish sponge, soap and dishwasher powder

Living Room

- Sofa, Loveseat, Chairs, Coffee and Side Tables, Lamps
- Color TV (flat screen preferred), Cable, DVD player or TV Streaming Capabilities
- Internet with Wi-Fi
- Wall Art and Décor, Blanket and Throw Pillows

Bathroom

- Waste Basket, Toilet Brush and Plunger, Towel Racks or Hooks
- Bath Mats (washable and non-slip)
- Destination Big Bear provides toilet paper, towels and wash clothes

Dining Room

- Table with chairs for occupancy with glass or plastic protective covering
- Bar Stools (for breakfast bar seating)

Bedroom

- Comforter/Quilt (washable is preferred), Blankets plus Extra for Colder Months
- Pillows (1 per person, minimum- NO KING SIZE)
- Blankets/Pillows for Pull-Out and Trundles
- Side Table and Lamp, Hangers, Window Coverings
- TV w/Cable or DVD Player (recommended)

Outdoors

- Barbecue Grill (Propane preferred), Barbecue Utensils Set,
- Patio Table and Chairs, Umbrella, Broom
- Hot Tub (recommended)

Not Recommended

- Recliners and pull-out couches due to mechanism failure and wear and tear.
- Light colored carpet. Dark carpet is best to hide stains. Solid surface is desired.
- No candles due to fire hazard.

Recommendations for getting more rent – Most often requested!

1. A Pool Table if room allows or some sort of game table and board games
2. A Hot tub of any size.
3. TV's in at least 1 Bedroom with DVD Players.
4. Washer and Dryer access

Normal Wear & Tear

1. Dishes, small appliances and utensils will need replacing or become sparse.
2. Shower curtains and liners will need replacing.
3. The VCR/DVD Players will stop functioning.
4. The remote controls will disappear or stop working.
5. The Carpets/Rugs will need cleaning usually several times per year. We recommend darker or speckled carpets and rugs
6. One or more of the toilets will become stopped up and may flood the bathroom.
7. Furnishings will become stained and need cleaning or replacing.
8. The Garbage disposal will become jammed and eventually need to be replaced.
9. A deep thorough cleaning will be needed about 2 to 4 times per year.
10. Weed abatement and yard clean up required by the city usually twice a year or as needed.
12. Vacuum cleaners wear out. When they don't suck that becomes a problem.
13. Light bulbs do not last very long in the mountains.
14. If you have a gas BBQ you need at least 2 tanks in hopes to always have one full. Charcoal BBQ is preferred and will save you money.
15. Windows will need cleaning inside and out usually twice per year or more depending on weather.
16. Touch Up Paint
17. Batteries will need to be replaced
18. Pull out couches/futons/recliner chairs will need fixing – mechanisms tend to wear over time.
19. Pool sticks will need to be replaced as they tend to bend or tips break off over time. Foosballs, ping pong balls, paddles and other game pieces will need to be replaced all at owners expense with normal wear and tear.

Normal Fees Paid by Home Owner's under a Management Program

(All Fee's subject to change by the Vender/City)

1) Registration of Vacation Rental / Permit Fees

Permit Fee to rent cabin: \$235 BBL City / \$599 1st time applicant (BBC County- 2 Years)

Renewal Fee: \$235 BBL City (Annual)/ \$359 BBC County (Bi-Annual)

Transfer Permit: \$50 BBL City

2) Illuminated Sign (required by City): \$50 to \$90

3) Code items: Fire Extinguisher, Emergency Lights - one per level and several other items

4) Smoke Detectors & Carbon Monoxide (No charge if you have right amounts/type already)

5) Lockbox \$35-40 (for owner use and management use) (No charge if you have one already)

ON-GOING FEES: Subject to change by vender

1) Hot Tub Fees: Regular Weekly Cleaning: \$60-65 / Back to Back Cleaning: \$25 /Necessary Tub Refill is around \$80 and needed occasionally as chemicals can only do so much after so many bookings.

2) General House Cleaning for your guest's \$60-450 depending on size of home (The home owner is charged the hourly rate of what we actually are billed from the cleaner. However, if you book to your guests/tenants – the fee is the normal tenant fee – this helps to cover our losses from stained linens that occur often.

3) Open Fee for your guests/yourself: SEE FEE GRID

An opening: Preparing your home for a guests arrival - Turn some lights on, water on, heat turned up, water heaters turned up, hot tub turned up.

4) Closing Fee: SEE FEE GRID

A closing: A proper close is done to check for damages/missing items; check for cleanliness of home; turn off lights; heat down; turn water heater down; lock doors/windows, etc. (recommended but not required):

5) Snow Plow: \$30-175 per removal as needed depending on amount of snow and size of driveway. Along with additional fees for hand shoveling decks, walkways, etc..

6) Laundry services – A fee for laundry services will be charged to the homeowner if the house does not provide laundry services on-site OR is not in good working order. Commission is higher for those homes that do not offer laundry service.

Recommended minimum twice yearly:

Deep Cleaning/Spring Cleaning: \$150-500 depending on size of home

Abatement: A must as city requires it as needed. (Code item)

Prices are subject to change by each vendor without notice.

Minimum Requirements & Code Compliance Requirements (City Ordinance Info)

NOTE: Currently, we have a company that does most of these items – it is cheaper for them to do it most often, than if you do it yourselves. Destination Big Bear can coordinate these items.

1. One (1) C type refillable fire extinguisher per level with current inspection certificate. Yearly Service
Fire extinguishers shall be mounted in visible locations with the tops of the extinguishers mounted between three (3') feet and five (5') feet above the floor and shall be accessible to occupants at all times.
2. One smoke detector per level, in the kitchen and per bedroom and hall way between bedrooms
3. One Carbon Monoxide per level. IF SMOKE DETECTOR IS WIRED/CO2 must also be in 1 unit.
4. One emergency exit light per level.
5. No gaps of 4 inches or more between railings on any decks for child safety.
6. No tree branches within 10 feet of chimney.
7. Weed Abatement performed.
8. Hand rails on all stairways. (Mushroom grip) & Returns/T's
9. All sleeping areas must have screens on the windows without any holes.
10. Fireplaces must be equipped with screens and metal ash can. 5 Gallon
11. BBQ's must have a lid, metal ash can and wire brush.
12. No extension cords used with lighting, heaters or appliances.
13. Hot tubs and spas must have 2 clips on 2 sides. A combo lock is also recommended to keep neighbors out. A barrier wall is required as well if hottub is less than 36" to railing and if railing is 3 feet from ground.
14. No exposed wiring.
15. Switch plates on all outlets.
16. No horizontal slats on decks that are higher than 3 feet. Ask office for details on what to do.
17. One 5 gallon Ash Can for each wood burning/gas fireplace.
18. If there is a doorknob and a deadbolt, the deadbolt cannot be a double key deadbolt, it can only have one key (from outside) and must have a lever on the inside.

Keep in mind, that the City Ordinance is always adding more things to the list for safety. They may come out 1 year and find several items that need to be taken care of and then the next year, discover other issues that they did not see the year before. If you ever have questions about code items, please contact the city at 909-866-5831.

Destination Big Bear does not make a profit on any items that need fixing for city code. We simply fix whatever the city instructs us to do in order to get your home rented in a timely manner.

We do have the resources to have code items fixed and you are always welcome to hire your own contractors if you prefer. Your home will not be able to rent out until those issues are fixed and your home passes inspection.

OCCUPANCY LIMITS:

Big Bear Lake: The max occupancy of transient private home rental shall be one (1) person per two-hundred (200) square feet of building area, excluding garages or other accessory buildings. The occupancy of a transient private home rental unit may never exceed sixteen (16) people.

Destination Big Bear

P.O. Box 4351, Big Bear Lake, CA 92315 / 41922 Fox Farm Rd Big Bear Lake, CA 92315
info@destinationbigbear.com / www.DestinationBigBear.com
Office: 909-752-0234 / Fax: 866-824-1738

PROPERTY OWNER INFORMATION

Owner's Name(s) _____

Permanent Mailing Address _____

Contact Phone Numbers (s) _____

Email Address _____ Fax # _____

Rental Property Address _____

Property "Nick" Name _____

Emergency Contact _____ Relationship _____

Phone # _____

Home Warranty Company _____

Please *make sure Destination Big Bear is registered with your Alarm and Warranty Companies*

Phone # _____ Policy # _____

Alarm Yes / No Code _____ Company _____

Phone # _____

Lockbox Yes / No Code _____ Door Keypad Yes / No Code _____

Does DBB have keys Y / N (NOTE: If water heater/furnace/etc is behind a locked door, DBB WILL need keys)

Assessor Parcel Number _____

House Square Footage _____ Lot Square Footage _____

Number of Bedrooms _____ Number of Bathrooms _____

Number of King Beds _____ Queen/Full _____ Twin _____ Pull out/Futon _____

Washer/Dryer Y / N Pets Y / N Fenced Yard Y / N

Dishwasher Y / N Landline Phone Y / Y Phone Number: _____

Internet Y / N Network Name _____

Password _____

Cable/Dish Company: _____ Installed / Date will be Installed _____

Hot Tub Yes / No Interior / Exterior

Service Company _____ Phone Number _____

Type of Fireplace(s) _____ Last Chimney Clean _____

Type of Home Heating Central / Wall Air Conditioning Y / N

Number of Levels _____ Type of View _____

Garage Access Y / N Number of Stalls _____ Additional Parking Spots _____

Type of Game Table(s) _____

Please arrange for Destination Big Bear to be approved for service call requests with your cable/internet provider, home warranty, alarm, spa, and all utility companies.