



Adventures at Serendipity

BOOKING POLICIES AND RESERVATION AGREEMENT MOUNTAIN HOME AND GUEST STUDIO

Please read it in its entirety. Requested information is time sensitive and failure to respond could result in the loss of your cabin reservation.

**PLEASE SIGN, AND SEND OR FAX SIGNATURE (LAST) PAGE
TO RESERVE YOUR DATES.**

CHECK IN:

Check in is **4:00 PM**. If the cabin is ready, we will allow earlier arrival. We often do not know until just prior to your arrival if you will be able to check in early. If you wish to check in early, please call (626) 292-7267 or Email Colleen Doan at **cdpagosa@earthlink.net** to confirm that it is possible. The cabin will be unlocked for you just prior to your arrival at 4:00 PM and the keys will be on the dining table. If for some reason the cabin is locked, go to the Eagle Eye Inspection house (Frakes), our onsite property managers or call Colleen on her cell (626) 482-7900.

Note: We will send you a confirmation, directions to the Cabin and arrival information once your reservation is paid in full.

CHECK OUT:

Check out time is **10:00 AM**. Late check out is not allowed without prior approval and cannot be allowed when the cabin is booked the same day, because the cabin must be cleaned. Check out procedure is in the binder near the phone in the cabin. **When checking out, please call (970) 264-4840 and leave a message, leave the keys on the dining table and lock the cabin.** The property managers will pick up the keys and inspect the cabin after 10 AM. Leave all used linens on the floors for the cleaning people; please put your sealed trash bags in the trash bins in the garage. If you have any questions about trash or check out procedures please call **(970) 264-4840 or (626) 292-7267**. If you mistakenly take home a key, you will be charged \$5.00 for replacement.

OUTDOOR ACTIVITIES AND FUN THINGS TO DO:

Please refer to the black notebook in the cabin for information about skiing, fishing, hiking, dining, four-wheeling, horseback riding etc.

Please sign the guest book and include any comments or suggestions, or email us after your stay with any comments for our online guest book.

TRASH:

When trash is full please place sealed bags in the garage trash bins, replace lids and close the garage doors. Do not leave your trash outside as we have bears and other critters that will open the bags and may also attempt to come into the cabin for more yummy trash.

SNOW PLOWING:

If there is a plow-able snowfall, (3 inches or more), the streets will be plowed by the homeowners association and the driveway and walkway will be plowed by a separate plower. Please be patient in big snow falls as it takes most of the morning to get all roads and driveways cleared. Any snow plow questions, call Mr. Frakes (970) 264-4840

The cabin is fully furnished with linens, cookware and dishes. We stock toilet paper, and a roll of paper towels. We also provide bath soap or gel, enough to get you started. Maintaining the cabin with the essentials is up to you.

SNOW SHOVELING & SNOW MELT:

For your convenience there is a snow shovel in the garage and snowmelt granules in a bucket on the front porch that may be sprinkled on the steps and walkways.

FURNITURE:

If you feel it is necessary to rearrange furniture during your stay, please return it to its original position. Our cleaning crews are not able to move furniture.

If a handyman has to be called to put furniture back in its place there will be an additional charge.

KITCHEN NOTES

Please do not put any oil or grease of any kind into the kitchen sink drain. Cool grease and pour into the trash. **Any grease will freeze and clog the drains.** If you have any plumbing problems please contact Mr. Frakes as soon as possible at 970-264-4840.

GAS LOG STOVE: Operated by the wall thermostat.

During the winter months please leave the thermostat at 55 degrees upon your departure or when leaving the cabin for an extended time and turn off all floor or space heaters. **DO NOT TRY TO OPEN THE GAS LOG STOVE.** Do not put wood into the stove. **The gas log stove exterior gets extremely hot (as with most heating units) please keep all fabrics and other flammable items at least 1-2 feet away from it, do not lay any flammable items, jackets etc on the hearth next to the stove to try and dry them, it will quickly melt ski jackets!**

NUMBER IN PARTY:

Additional guests other than noted on the reservation must have prior approval.

NON SMOKING:

The cabin is non-smoking. Anyone smoking in the cabin will be asked to leave. Payment for the stay WILL NOT be refunded and you will be charged \$25 for ozone treatment and any necessary extra cleaning. Smoking is only permitted outside and littering is not allowed. **Because of the fire danger, if cigarette butts are found outside after your departure your entire security deposit will be withheld.** Please note we are in a high fire danger area.

DEPOSIT AND CANCELLATION:

A deposit payment of 50% of the total booking charge is due within 7 days of the booking date (booking date is when we receive the signed booking agreement back from you). 100% of the rental fee is due if you book the cabin less than 45 days prior to your check in date.

Make check, cashiers check or money order payable to: Colleen Doan

A security deposit is due with the deposit and will be refunded 15-30 days from check out date, if there has been no damage and/or no furnishings are missing, and no rules have been broken during your stay.

The cabin is checked after each stay. If you find something broken or damaged when you arrive, you must contact us immediately. Call **John Frakes-Eagle Eye Inspection at (970) 264-4840 or Colleen Doan at (626) 292-7267.** If you do not do this, you may be held responsible for the damage and some or all of your security deposit may be withheld.

If the carpets need to be cleaned after your stay, a carpet cleaning charge will be deducted from your security deposit. **We highly recommend removing shoes at the entryway.**

Your final payment is due 30 days prior to your arrival and can be made by check, cashiers check, money order, or credit card. Please indicate your preferred method of payment on the Booking Agreement form. If a credit card payment is preferred. We will email a payment request to you through Serendipity's secure online PayPal account.

RESERVATIONS ARE NON-REFUNDABLE WITHOUT A 60 DAY NOTICE.

Notice must be written, and mailed, faxed or emailed to **Colleen Doan.** Notice must be received at least 60 days prior to the arrival date. Telephone messages are not acceptable. If you cancel 60 days or more prior to your arrival date, you will only be charged a \$50 cancellation fee.

We realize emergencies happen and if there is a cancellation 60 days or less before your arrival date, we will refund any portion of the stay that we are able to re-book.

EARLY DEPARTURES:

We do not refund any portion of the rental fee should you have to leave early.

PLEASE SIGN & FILL OUT FORM BELOW TO ACCEPT THIS AGREEMENT AND FAX or MAIL TO:



Colleen Doan
422 Gerona Avenue
San Gabriel, CA 91775
Phone (626) 292-7267
FAX: (626) 287-1549
E-Mail: cdpagosa@earthlink.net
Website www.pagosacabin.net

MAKE CHECKS PAYABLE TO: Colleen Doan

Please Check HOUSE STUDIO BOTH

Signed: _____ **Date:** _____

Print Name: _____ **I am a returning Guest**

Address: _____

City, State, Zip: _____

Phone Number: _____ **Cell Phone:** _____

Email Address: _____

Total Adults in Party: _____ **Total Children in Party** _____ **Children's Ages** _____

Number of Pets: _____

Arrival Date: _____ **Check-In Time: 4 PM**

Departure Date: _____ **Check-Out Time: 10 AM**

Number of Nights: _____

How did you hear about us? (Circle)

Pagosa Chamber of Commerce Pagosa.com MSN Search

Wolf Creek Ski Area Web Site Smartpages.com VRBO.com Google Search

Yahoo Search AOL Search Other _____

How did you hear about us? VRBO.com Friend TripAdvisor Colorado.com
Pagosa.com Smartpages.com Google Flipkey Wolf Creek Ski Web Site Other

I would like to pay by CHECK **CREDIT CARD** **MONEY ORDER**

San Juan River Village Speed Limit is 15 MPH

Please Respect our Neighbors & Comply with the Speed Limit and Keep Noise to a Minimum when in the Village

Thank You for Reserving Serendipity, We look forward to your stay!