

McCloud Vacation Rentals

"Your Home Away From Home"

Vacation Rental Policies & Services

McCloud Vacation Rentals is very pleased that you have chosen one of our delightful rentals to stay in as "your home away from home" during your stay in the McCloud area.

MVR as well as the owners of our homes take great pride and care in every detail to assure that your stay is a comfortable one. We appreciate your cooperation, in advance, for respecting the property that you are staying in as if it were your own.

We hope that our Policies & Services below answer any questions that you have.

Reservations

- Reservations must be secured with a \$200.00 security deposit (more if you bring a pet) at the time of the booking.
- We accept most major credit cards and money orders. You may pay any portion of your rental prior to your check-in date.
- The balance due will be collected upon arrival. Cash or credit cards, NO PERSONAL CHECKS WILL BE ACCEPTED.
- Once you have secured your booking, a reservation confirmation will be mailed to you.

Check-In

- **Check-in times are scheduled by appointment.** Check-In times are by special arrangement to meet you at the home you have chosen. These check-in times must be adhered to or a late check-in fee may be charged. A late check-in fee, minimum of \$25.00, may apply if you arrive later than your scheduled time.
- **Please call at least one week prior to your check in date with your estimated arrival time**
- A staff member will then personally meet you at the rental location. You will receive a tour of the house, special amenities will be explained and keys will be issued. This is an excellent time to ask questions that you may have about the house or about our beautiful McCloud area.

WE ARE VERY PROUD OF OUR PERSONAL SERVICE TO OUR CLIENTS!

The following items are included with your reservation:

- Bed linens consisting of sheets, pillow cases and blankets with the beds made up and ready for your arrival.
- Towels, hand towels, face cloths, and kitchen towels.
- Paper products including facial tissue, toilet tissue and paper towels.
- Kitchens have most cooking necessities.
- Laundry facilities.

The home you reserved is equipped with all basic necessities. All you need to bring are your personal items including bath soap, shampoo and food supplies. Contact our office if you have any questions about specialty cooking utensils that may be provided in the home you have chosen, prior to your arrival date.

Cleaning Requirements/Guest Responsibilities Prior to Check-Out

It is your responsibility to do the following before you leave:

Please note the following information: additional charges may be incurred if these requirements are not completed.

- **All bed linens, towels, etc. that are used, are to be placed in the laundry area prior to your departure.**
- **All dishes and utensils are to be cleaned and returned to their original location.**
- **Please place all trash in outside receptacles before you leave.**
- Please do not launder any items in the house. This is a service that we provide in order to maintain the quality of our linens. Any damage that does occur will be deducted from your deposit.
- You may use the washer and dryer for your personal items.

Cleaning Fee

All of our homes require a non-refundable cleaning fee. After each check-out, professional housekeepers are brought in to maintain our high standards of cleanliness. Disinfecting and scouring bathrooms, replacing supplies, properly cleaning all linens and towels, vacuuming, dusting, cleaning refrigerators, barbeques, and mopping floors, are just a small part of what goes on after you leave and before you arrive. *If you are dissatisfied with the cleanliness of your rental when you arrive, please notify the office immediately.*

Check Out (11:00 a.m.)

No refunds will be given if you decide to leave earlier than the specified dates of your reservation.

- All keys must be left in the house when you depart. Please be sure that all personal items have been removed before you close the door for the last time.
- *Note:* Special procedures for keys for certain houses will be explained on check-in.
- Make sure all doors and windows are closed and locked and curtains drawn.
- Make sure all lights are turned off.
- Make sure all appliances are off except the heating units during the Winter.
- Any special check-out procedures will be explained at check-in. (This would include procedures for wood stoves and heaters depending upon the season of the year)

Security Deposit

The Security Deposit fees are as follows:

- **\$200.00 - Standard all houses**
- **\$250.00 – With one pet***
- **\$300.00 - With two Pets ***

**Only for our homes that allow pets*

- Each house carries a security deposit to cover: damages, excessive cleaning, missing inventory, damage caused by pets, excessive cleaning due to pet hair/shedding, extra trash removal, and/or extra guests.
- All deposit balances will be returned within 14 days of your departure date
- You will receive the deposit refund allotted in the form of a check payable to the name and address listed on your confirmation form or it will be credited to your credit card.
- Contact McCloud Vacation Rentals immediately if any damage does occur.
- *Please note: although your security deposit is only increased by \$50 for each pet, all security deposit funds may be used to cover costs associated with pet damage or extra cleaning as a result of your pet.*

- Some of our houses do allow our “best friends”. Pets must be accompanied at all times. You may not leave your pet at the home unattended. Renters are liable for damage or injury caused by pets due to MVR or its employees entering the home at any time. In case of an emergency we must be able to enter the property at any time without hindrance.
- Your animal is expected to be well-behaved and under control at all times. Siskiyou County does have a required leash law.
- Some of our homes that accept pets may have their own individual requirements with respect to what kind, how many, etc.
- The “gifts” that your best friend leaves in the yard must be disposed of properly. Bring those baggies and scoopers!

No Smoking

“No Smoking” is a requirement in ALL of our homes. Smoking in our homes will result in a loss of security deposit and/or additional cleaning fees. If smoking outside, appropriately dispose of cigarette butts, cigars, etc. DO NOT toss them onto the ground, into flowerpots or shrubbery.

Item(s) Left Behind

If you find that you have forgotten items in your rental, just give us a call. We will gladly box it up and ship it to you and we will either deduct the shipping charges from your Security Deposit, or we will have you send us the shipping charges, so that the items may be returned to you.

Lost Key Charge

Each key for your rental is numbered and must be signed out. If you happen to lose a key or do not return it as discussed at check in, you will be charged \$25.00 per key not properly returned.

Additional Guests or Pets without Consent

If you are found to have brought extra guests (that are not listed on your confirmation form), without advising the rental office – **you will be charged an additional fee of \$50.00 per guest per night.** (It is extremely important that we are aware of the number of guests in each home as we have occupancy limits that we must adhere to). If your extra guests exceed the occupancy limit for that house, you will be charged \$50.00 for each guest for the night(s) that they stayed without our knowledge, and they will be required to leave.

If you are found to have brought a pet (not listed on your confirmation form), without advising the rental office – **you will be charged a fee of \$50.00 (in addition to daily pet fees and the additional security deposit monies) if you are staying at a home that accepts pets.** If you are staying at a home that does NOT accept pets, you will be charged \$125.00 for the night(s) that the pet stayed without our knowledge, and the pet will be required to leave immediately. Please realize that our “pet free” homes have been maintained for our guests that have allergies. Extensive work will be required to regain the pet-free condition of that home.

Cancellation Policy

- There is a \$50.00 fee (per house) for all cancellations.
- Notification of cancellation must be received at least 14 days prior to your scheduled check-in date.
- If cancellation is not received at least 14 days prior to your scheduled check-in date **the \$200.00 security deposit will be forfeited.**

Right of Entry

McCloud Vacation Rentals and its employees/agents have the right to enter any property at any time. Any person/renter found to be disregarding these policies and procedures will be asked to vacate the property and no refund of any rental amounts or deposits will be given.

***Once Again, Thank You! And we hope your stay is a very pleasant and relaxing one!
Remember these are none smoking homes. Smoking is restricted to outdoors only.***