

The Parkinson-Group
P.O. Box 987, Lake Arrowhead, Ca 92352
(800) 542-0009

Please Be Aware we are Pacific Standard Time
NO CALLS BEFORE 12:00 PM E.S.T.
Emergency Contact # (909)224-3191

Guest License Agreement

It is understood that each unit is privately owned, including all furnishings, with The Parkinson-Group acting solely as an Agent for the Owners. The guest agrees to compensate the Owners for any damages caused by them or their invitees. This agreement constitutes a contract between the person(s) signing below and The Parkinson-Group, as Agent.

1.) CHECK-IN TIME is negotiable. Keys are not available until the unit is ready for occupancy. Occupancy is not available until property is declared ready by agent.

CHECK-OUT TIME IS BY 11:00 A.M. If for some reason you need to extend your check-out time and the unit is not booked, we will be happy to accommodate your needs. Please call 800.542.0009 or 909.224.3191 to make any late check-out arrangements.

2.) PAYMENT POLICY: An authorization only on a Visa or MasterCard is required to hold your reservation, and must be received by agent (The Parkinson-Group) at the time of booking. Reservation deposit(\$200.00) must be received by agent within 14 days of booking or the reservation will be cancelled. Balance is due 30 days prior to arrival. We will accept Personal Check, Money Order, Traveler's Checks, Certified Check and Cashier's Check, or Visa/MasterCard. **It costs us 3% to process credit cards therefore we will be charging you this fee if paid by credit card:** Reservations made within 30 days of arrival must be paid in full at the time of booking and all monies paid are non-refundable at that time.

3.) CANCELLATION POLICY - For a refund of monies, cancellation must be in writing and received 30 days prior to arrival date (less \$150.00 processing fee). Any cancellation after these time periods will result in a forfeiture of your deposit. No refunds will be given for early check-outs or no-shows. ****Exception: Reservations made within 30 days of arrival must be paid in full at the time of booking and all monies paid are non-refundable at that time.**

4.) SECURITY DEPOSIT is required for all rentals. In lieu of a CASH deposit, an accepted credit card will be acceptable. The amount of a cash deposit is at the discretion of the Agent, however, the standard deposit amount is 20% of the rental rate for the dwelling, or \$250, whichever is greater. Guest acknowledges The Parkinson-Group has the authority to charge against deposits made by Guest's credit card or check for damages to the unit occupied by the guest and/or his/her invitees. Damages in excess of deposit shall be paid in full by Guest. If deposit was made in cash or personal check it is refundable 30 days after departure. There is also a non-refundable cleaning fee of \$25.

5.)A \$30.00 service charge will be incurred for any returned checks. Foreign Travelers: Your checks must

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be issued in U.S. funds and drawn on a bank that operates within the U.S. Federal Reserve System. There will be a \$50 collection fee for checks not meeting these criteria.

6.) WEATHER REFUNDS - NO refunds will be given for Cancellation or Interruption that occurs due to inclement weather or acts of Mother Nature.

7.) Guest understands that the Cabin is a privately owned and is being made available for rent. Should the dwelling be undergoing any major repairs, Agent may provide guest with substitute comparable accommodations. In the event of a failure in heating or a major appliance and the Agent is unable to secure timely repair after notice of failure, a rate adjustment may be made at the discretion of the Agent as a rate not to exceed 10% of the basic daily rate. Agent also reserves the right to move guest to comparable accommodations, if deemed necessary by rental agent, with no rate reduction.

8.) Guest agrees to indemnify Owner & Agent for any damages to the cabin, grounds, furnishings, and household items, which is a result of your occupancy, excluding normal wear and tear. In the event that damages result from a guest's occupancy, Agent is authorized to utilize the "Security Deposit" to reimburse the Owner for said damages. Agent & Owner will not be liable for any damages to property or liable for any accident that may occur to you during your occupancy in or on the property. Owner & Agent are not responsible for articles left on premises. There will be a \$10.00 charge in addition to shipping charges for handling the return of any articles found by housekeeping. Lost & Found will be held for 30 Days. After such time all items will be donated to charity.

9.) KEYS: You are issued 1 set of keys at check-in. As they are privately owned properties, you are responsible for lost keys. The unit must be re-keyed in the event that keys are lost, misplaced, or non-returned keys. The guest will be responsible for the cost of this procedure.

10.) There are no telephones on the premises. (Verizon cell phone service tends to get reception in this location).

11.) PETS: Pets are not permitted unless specified otherwise by The Parkinson-Group. This policy will be STRICTLY ENFORCED. The Agent reserves the right to cancel your rental reservation and occupancy of rental with no refund plus charge an additional cleaning fee. In the event that permission is granted to bring a pet, the following rules must be adhered to: pets must remain on leash at all times, no pets allowed on furniture, all pet waste must be properly cleaned up and disposed of. Please carry doggie disposal bags with you for clean up. Please be aware that if there are known complaints from fellow vacationers about noisy pets, you may be asked to leave. Everyone loves their pet, but please be considerate of your neighbors that may not. **There will be an extra security deposit of \$100.00 plus a pet fee.**

12.) Guest agrees to indemnify and save Owner, Agent, and its employees, free and harmless from any claim or liability for any loss or damage whatsoever arising from, related to, or in connection with the rental of the premises, including but not limited to any claim or liability for personal injury or damage or loss of property which is made, incurred or sustained by guest or any guest invitees. Guest is responsible to report any hazards or damages that would interfere with safe enjoyment of the unit and its property. Agent or an authorized employee or repairman may enter the Premises during business hours for any purpose connected with the repair, care or maintenance of the premises.

13.) Use of Appliances: Guest acknowledges that if they use the appliances, fire pit, BBQ grills, etc. that they are responsible for damages caused by their usages to the appliances or to persons. Guest further

acknowledges that they know how to use the appliances and will not use them in a manner that will cause damages to the appliance or injury to themselves or to others. Guest assumes the risk for any injury or damages caused by the use of the premises during the term of this license. This includes, if applicable, but not limited to, walk to water, dock, water, boat activities, or unit.

14.) House parties are prohibited. You certify that you have read carefully the limitations placed on the number of persons permitted to occupy the premises, and agree to abide by such limitations: if not, you will be asked to leave with no refund. **Any complaints will be dealt with on an individual basis with additional Security Deposit required if situation warrants.**

15.) If guest violates any conditions of this agreement, Agent may terminate this agreement and enter premises. Upon notice of termination of this agreement, Guest shall vacate the premises immediately. In the event Owner and/or Agent have to resort to legal process to enforce rights under this Agreement, Guest shall be responsible for reasonable Attorney fees and costs.

16.) CONSTRUCTION: Should you find yourself near construction, please exercise patience and understanding. In the event it becomes intolerable, we'll do our best to talk to the contractors, but no refunds or moves will be made.

17.) RATES: We act as an agent for individual property owners; hence prices may change from published rates. We are not responsible for typographical errors in brochures or on the Internet.

18.) Guest cannot assign this license or agreement without the consent of The Parkinson-Group.

19.) Authorized Signature: Signing below authorizes The Parkinson-Group charge reservations deposit, the rental balance, and for any damages or any unauthorized phone charges, to the Visa/MasterCard or other credit card provided by guest. It also signifies this as an agreement between the persons signing below The Parkinson-Group and that Guest will abide by all rules set forth in this agreement and any additional rules set forth by owners.

The provisions of this agreement shall be binding to both parties upon signing this license agreement.

Lessee

Date

The Parkinson-Group (Agent)

Date

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