

TERMS & CONDITIONS

PAYMENT POLICIES

1. First Payment (50% of total balance of reservation) is due at the time of booking.
2. Balance is due 30 days prior to arrival date.
3. If booking less than 30 days prior to arrival date, the balance will be charged in full at the time of booking.

By making this reservation you are authorizing us to automatically charge your card on file on each payment due date. No reservation is effective until receipt of Final Payment. Any check returned by the bank for whatever reason will be charged a \$50 fee and possible cancellation of Reservation.

ACCEPTABLE FORMS OF PAYMENT

Visa, Master Card, Discover and E- Check

In the event of any charge reversal or change of authorization to a credit card on file, you agree to make immediate payment in full in cash or alternate form of payment. Any returned check will result in a \$50 fee and possible cancellation of reservation.

CANCELLATIONS:

You will be refunded as long as:

You cancel more than 30 days prior to your arrival date.

You cancel less than 30 days prior to your arrival date and we are able to re-rent the property. A \$75 cancellation fee will apply.

You forfeit all payments if:

You cancel less than 30 days prior and we are not able to re-rent the property.

You will also be fully refunded if the property becomes unavailable prior to occupancy. Guest agrees to release any claims against Manager in this case.

DAMAGES

All properties are thoroughly inspected by our staff prior to your arrival. Following your scheduled departure our staff will complete an equally thorough check of the unit and premises for any damage, theft loss and/or abnormal wear and tear, evidence of smoking or unauthorized pets. Guests are liable for any and all damages to the property, hot tub, sauna, furnishings, equipment and household items that occurred during their stay whether it is caused by the guest, pet(s), or any invitee of the guest. Please report any problems with your unit or damages found immediately. Any damages, mailed guest items, cleaning costs, etc. will be charged against the credit card on file or against the security deposit held.

SMOKING

Our homes are no-smoking. If during your stay anyone smokes inside the unit, a \$300.00 cleaning fee plus reimbursement for any damages will be charged to your credit card.

PET POLICY

Pets are not allowed unless agreed to in your reservation. If an animal is seen in the unit by one of our staff during your stay and it has not been approved you will be asked to leave immediately and no refund will be given. If residue of an animal is found during our inspection following checkout you will be assessed a minimum \$350 cleaning charge. Pet owners are responsible for cleaning up any /all pet refuse. Pets are not allowed on furniture at any time. Any evidence of pets on furniture may incur extra cleaning fees. All pets must be up to date on rabies vaccinations and all other vaccinations. All pets are to be treated with Advantage or similar topical flea and tick treatment prior to arrival. All of the above conditions are the sole responsibility of the pet owner. The home owner assumes no responsibility for illness or injury that humans or pets may incur while on the premises.

CHECK IN AND CHECK OUT TIMES

Check-in is at 4:00 pm | Check-out is at 10:00 am.

Unfortunately during peak holiday seasons and when we have back-to-back bookings, we cannot offer early check in or late check-out times. We must ask that all guests follow check-out procedure and checkout at the designated time of 10am. Please extend this courtesy to the guest that follows your stay. Any renter found to be occupying the condo after 10am on an unauthorized late check-out will have their security deposit deducted at the rate of \$100 per hour after 10 am. Also if you enter the property early without authorization we will deduct \$100/hour from your damage deposit.

ACCESS

Three days prior to your arrival you will receive access information by email so that you can enter the property on the accepted Arrival Date. It will include garage access code, lockbox code, and information about your stay. If you do not receive this information or have need of it sooner, please let us know.

NOISE and NUISANCE

The guest acknowledges that they will be respectful of other tenants in the building where the unit is located, and will obey posted signs and rules on the property premises. If the guest, pets, or anyone in the guest's party causes a disturbance or nuisance at the premises, such that local law enforcement is contacted, then the guest may be required to vacate the premises IMMEDIATELY, at the discretion of Sonenalp at Canyon Lodge Rental or HOA management. Any removal due to a nuisance or disturbance at the unit will result in a forfeiture of the entire amount of the reservation, and loss of use of the unit.

OCCUPANCY

Additional guests, above the number stated in your reservation, are not allowed. Sonenalp at Canyon Lodge strictly follows Town of Mammoth Lakes transient occupancy law. Exceeding maximum occupancy for a rental unit constitutes defrauding an innkeeper under California Penal Code and such

fraud is punishable by a fine of up to \$1,000.00 or imprisonment for up to 3 years In addition, you may be required to vacate the premises immediately and you will NOT receive a refund on your booking.

REFUNDABLE DAMAGE DEPOSIT

The day before your scheduled arrival, your credit card will be authorized for refundable damage deposit of \$500.00. All units are fully inspected before and after every stay. Your deposit will be refunded in full within 72 hours after your departure provided: guests do not violate unit rental policies; the unit and its contents are left in undamaged/like condition as upon arrival; and all keys, parking permits, garage door openers, locker keysetc. are left in the unit in accordance with check out procedures. Violations and/or damage will incur charges against the security deposit (and possibly additional charges to your credit card in excess of the \$500 deposit) as necessary to return the unit to its pre-rental condition. You hereby agree to secure the unit against any and all damage by you or your guests during the time of your stay, and authorize Sonenalp at Canyon Lodge to use your security deposit or credit card for that purpose.

HOT TUB & SAUNA

Our hot tub staff monitors and adjusts the chemicals in the hot tub twice per week to ensure that it is kept at safe levels required by the health department for commercial hot tubs. Use of the hottub and sauna is inherently dangerous. Therefore, you must agree to abide by the following rules and safety precautions and to indemnify and hold Sonenalp at Canyon Lodge harmless and in no way accountable for any liability for personal injury caused or permitted by Guest or any other person.

Children under the age of 14 must be supervised at all times while in or around the hot tub or sauna.

No more than 6 people in the spa or sauna at one time.

Do not drink alcohol before or while using the spa or sauana.

No glass, alcohol, children under 4 years, pregnant women or rough play in the hot tub or sauna.

Keep the hot tub covered at all times while not in use.

Do not use the hot tub or sauna alone.

CHECK OUT PROCEDURES

We request that you:

1. Load any dirty dishes into the dishwasher and turn it on.
2. Collect trash and take it to the dumpster, which is located in the parking garage.
3. If you use the propane grill, please take a moment to tidy it up before your departure using the provided grill brush.

4. Please be sure all doors and windows are closed and locked before you leave, including the front door to the complex. Be sure to leave the Ski Locker key and garage door remote in the condo and the condo key in the lockbox.

ADDITIONAL POLICIES

Parking Limit: The maximum number of cars allowed per condo is 2. There are also 2 guest spots available on a first come, first served basis. Note: parking on the actual street is restricted in certain areas. Parking is not allowed in the driveway.

Age: You must be 26 years of age or older to rent at Sonenalp at Canyon Lodge.

HOA: We are not able to guarantee all common area facilities/amenities will be in working order (hot tub, saunas, etc.) and refunds will not be given in association with these facilities/amenities. We will work directly with the HOA manager to ensure that every effort is made to correct any problem that might arise.

Outside services: Certain amenities provided in units rely on technology or outside service which includes a possibility of failure. We cannot guarantee that fireplaces, internet connections, televisions and appliances will function 100% of the time. Refunds will not be given in association with non-working features or amenities; however we will make every effort to correct any problem that might arise.

Lost Items: We are not responsible for lost or stolen articles, or items left in units after your departure. We will make every effort to find and return your articles. We will return found items at the guest's expense.

LIMITATION OF LIABILITY AND INDEMNITY

Guest agrees to indemnify and hold harmless FTR Enterprises (DBA Sonenalp at Canyon Lodge), Sonenalp HOA, and individual condo owners against all loss, damage, expense, and penalty arising from any action of the Guest or visitors of the Guest which causes injury or death to any person or damage to any property. Further Guest agrees that FTR Enterprises should, to the fullest extent permitted by law, be protected from any and all loss, injury, damage, claim, lawsuit, cost, expense, attorneys' fees, litigation costs, or any other cost arising out of or in any way related to the occupation of the rental unit. Further, the resort area of Mammoth Lakes offers a number of outdoor activities including skiing and snowboarding, which include inherent hazards, especially potential slip and fall accidents due to wet floors, and equipment. Guests are responsible for properly stowing their sports equipment and for ensuring a safe, dry environment while in the units and building. Guest is encouraged to secure the appropriate travelers or vacation insurance and/or renter's insurance.