

## River Rock Retreat Rental Policy Statement

1. **RENTAL FEES & DEPOSITS:** Reservations require a deposit of 50% of all fees at time of booking and a signed rental agreement in order to hold the reservation. Full payment is due 3 weeks prior to your arrival date. Should you decide to cancel your reservation, we will gladly refund your payment (less 3% if paid through PayPal) for any days we are able to re-book.
2. **RETURNED CHECK FEE:** There is a \$30.00 per check fee for all returned checks.
3. **NO REFUNDS** due to weather, road conditions, change of plans, or early departures. All guests are financially responsible for the entire booking once the reservation has been made.
4. **CHECK-IN AND CHECK-OUT TIMES:** Check in time begins at 4 p.m. While we make every effort to have the house ready, there may be a delay during peak season and your patience is appreciated. Check out time is by 11 a.m. An additional night stay will be charged for late check-outs. Earlier check-in or later check-out may be possible by prior arrangement.
5. **MAXIMUM OCCUPANCY:** Parties larger than five in number must also rent the guest cottage. Parties larger than seven must pay \$10/day per additional guest. Generally, no more than ten guests are permitted, but please inquire for special arrangements.
6. **PETS** are generally not allowed indoors. If you bring a pet, a \$100 refundable deposit is required as insurance against damage. In some circumstances we may allow *one dog* indoors by prior arrangement only. In any case, you must strictly adhere to these rules:
  - You must clean up after your pet, which includes removing poop from the lawn and placing in designated pet waste area.
  - Do not allow dogs to bark and annoy neighbors.

*Additionally, for dogs that have been approved to come indoors:*

- Dogs must be on a monthly flea-control treatment program like Frontline™ or Advantage™ for at least one month prior to visit.
- No dogs on furniture unless on a blanket you provide.
- Dogs must be crated if left alone in the house.
- You must vacuum any dog hair that has accumulated indoors.

### 7. HOUSEHOLD FURNISHINGS AND SUPPLIES

**KITCHEN:** We provide a standard refrigerator, gas range, dishwasher, microwave, coffee maker (uses standard basket filters), blender, toaster, cookware, dishes, and utensils, dishrags and dish towels. No food is provided, and local shopping is limited.

**PAPER PRODUCTS:** We provide an *initial supply* of toilet tissue and paper towels. We do not provide napkins, coffee filters, Kleenex, plastic wrap, or additional toilet tissue/paper towels.

**SOAP/DETERGENT:** We provide dishwasher detergent, dish liquid, and hand soap. You provide bath soap and laundry detergent.

**BEDDING:** We provide blankets and pillows. You provide sheets and pillowcases. The main house has one queen and three twin beds, as well as two queen pull-out futons. The guest cottage has one queen futon and one twin bed.

**GAS GRILL:** We try to keep a spare propane tank full, but if you do run out, you can refill the tank at the Hyampom General Store.

**TOWELS:** You must provide bath and/or beach towels.

**TV:** We provide TV, DVD player and VCR, but there is no TV reception in the area. Bring your own movies!

8. **PHONE:** A telephone is available for local calls and phone card calls only. The phone number at the house is (530) 628-5087. Please be advised that you will NOT have a cell-phone signal anywhere in the area. If you need dial-up internet access, please make sure you have a toll-free access number or an 800# calling card.
9. **EMERGENCY CONTACT:** A caretaker is available *for emergencies only*. The phone number is posted on the refrigerator.
10. **CONDITION OF HOME:** We trust that our guests are responsible and we do not demand a security deposit. Guests are financially responsible for all damages and for additional cleaning fees if necessary. Should we find the house in an unacceptable condition, we will bill you for damage repairs, replacement of missing contents, or expenses resulting from agreement violations, such as: excess trash hauling fee, phone charges, trash left in unit, dirty dishes, furniture moving, or unacceptable condition of unit. Please treat the house like your own. Leave it in the condition in which you found it.
11. **UPON DEPARTURE:** Before departure, please load any remaining dirty dishes in the dishwasher and begin cycle. Remove all food from refrigerator and cabinets, and empty all wastebaskets. Trash must be bagged, sealed, and placed in the outdoor trash can under the cottage carport, and lid secured with bungee cords. Do not leave loose trash bags outside. If you exceed the capacity of the trash can, you will need to take excess trash with you. If you are unable to do so, you will be billed an excess trash hauling fee. Please ensure that thermostat in the main house, and the heater and A/C in the guest cottage, are set to the OFF setting; all windows are in their locked position and doors are securely pulled tight and locked. Additionally, turn off all lights. Leave all keys on the kitchen table.
12. **SEPTIC SYSTEM AND TOILETS:** Do not put anything but toilet paper in the toilet nor let anything but water go down the drain. Don't flush paper towels, sanitary napkins, tampons, diapers, wipes or Kleenex as they won't decompose. Feminine hygiene items or large wads of tissue will block the toilets. If your party creates a stopped toilet that you cannot unblock with a plunger in the house, you will need to call a plumber at your expense. If you leave the house with a blocked toilet, you will be billed for the cost of unplugging it. Do not put grease or food down the drain. Wipe out pans w/paper towels before washing in order to keep grease from going down the drains. Do not add chlorine bleach to the washing machine.
13. **ELECTRICAL ISSUES:** As we are in a heavily forested area, we do get occasional power outages. The information sheet on the fridge will give you the Trinity PUD phone number (623-5536) to call to report or learn the status of an outage. If you notice a partial outage, you may have a tripped circuit breaker due to an overloaded circuit. Please go to the breaker panel (on the back of the house near the back door) and check the breakers. If one or more is slightly out of alignment, you need to click the breaker firmly to the off position, then click it firmly back on. It should click into place.
14. **SMOKING IS NOT PERMITTED** indoors or out. This is an area of extreme fire danger.
15. **NO CAMPFIRES:** Again, this is an area of extreme fire danger.
16. **SWIMMING HOLE:** You and your party must assume all liability and risk when swimming. Please be advised that there is a steep bank down to the water, so the creek may not be accessible from the property for some people.