

OLIVIA BEACH CAMP CABINS TERMS & CONDITIONS

As guests of Olivia Beach Camp Cabins (Oregon Camp Cabins LLC), you agree to the following terms the online booking process. By confirming your reservation you have read, understood, and agreed to the following terms and conditions:

We have created this policy to create the best possible experience for our guests, while protecting our family business. As a guest of our vacation home, we thank you ahead of time for taking good care of this home and respecting our neighbors. We take pride in providing you with a clean, comfortable and well maintained vacation rental for you to enjoy.

Once your reservation has been confirmed, we will send the directions and access codes information. If you have any questions or comments regarding this information, please don't hesitate to contact us.

CHECK-IN and CHECK-OUT:

Check-in time is 4:00 p.m. or after, Check-Out time is by 11:00 a.m. Access to the beach cabins is by personalized time sensitive electronic door codes.

Sorry, there are no exceptions made during the busy seasons (Summer, Spring break, Christmas/New Years). We will consider early arrivals or late departures during off season months on a case by case basis. Guest will vacate the property by check-out time at the end of the scheduled reservation. Guests arriving before the 4:00 p.m. check-in time are not guaranteed that the property will be ready for occupancy and will not be allowed in the rental if housekeeping is there preparing the home for occupancy. It is essential housekeeping can stay on schedule and have access to the rental at check-out time.

If you have not checked out by the 11:00 a.m. check-out time and housekeeping is waiting to start their job, we will need to charge a \$50 fee, which will be taken from your deposit. If you vacate more than 30 minutes late, you will be charged for another night.

SECURITY DEPOSIT:

Accidents do happen. A refundable security deposit is required to book our vacation rentals. The \$200 Security Deposit is conditionally refundable within 30 days of departure. Guests with any damage, theft of the property, furnishings, hot tubs or unauthorized late check-outs (\$50 fee) will be deducted from your security deposit.

CANCELLATION POLICY & TRAVEL PROTECTION: Please consider carefully if you can afford NOT purchase travel insurance. For your peace of mind we strongly recommend that all guests purchase travel protection insurance in the event of unforeseen circumstances, illness or illness in the family. We recommend [CSA Travel Protection](#).

If a cancellation is necessary, please understand it can be difficult for us to re-rent a property with short notice, in which case you may have to pay for the reservation in full if you cannot come.

If a guest cancels their reservation not less than required days (*please see below) prior to guest's scheduled check-in date, Olivia Beach Camp Cabins will provide guest a full refund of any rent paid, less a processing fee of up to \$50. If a guest cancels his or her reservation less than the required days prior to guest's scheduled check-in date, we will make a commercially reasonable effort to rebook the Property for the number of days equal to guest's scheduled reservation. No refunds will be given for early departure.

If Olivia Beach Camp Cabins is able to rebook the property for the number of days equal to guest's scheduled reservation, we will provide guests a full refund for any rent paid, less a \$50 processing fee. If Olivia Beach Camp Cabins is unable to rebook the property for the number of days equal to guest's scheduled reservation, guest will receive a credit for the rental of the property equal to the number of days reserved and paid for by guest. Any property rental credit issued to guest must be used during the off-season (non peak, no holidays) and within one-year of guest's original scheduled check-in date.

*Cancellation requirement period:

General/Peak/Holiday - 30 days before scheduled arrival

Rentals of 30 days or more - 90 days before scheduled arrival

RESCHEDULING AND CHANGES: Changes to your reservations (date changes if reducing number of days, pet fee changes, if you paid for a pet to come and decide not to scheduled bring it) will be charged a change fee of \$15 or 5% of change amount, whichever is greater.

DISCOUNTED RATES: We offer discounts on extended-stay that are only valid if you complete your stay. In the event of cancellation that shortens stay to less than reserved dates, your invoice will be changed to reflect the higher day rate and sales and bed tax will be added, if applicable. Stays of longer than 30 days are also exempt from local taxes.

OCCUPANCY LIMITS & USE OF PREMISES: The guest certifies the limitations of this dwelling have been carefully read as set forth in this rental agreement. The guest agrees to the limitations of persons permitted to occupy the premises and agrees to abide by such limitations.

The guest agrees that if such limitations are exceeded the property manager shall have the right to charge an additional \$25 per day/per person fee or cancel this agreement without any refund, forfeiting all paid rents and fees. In the event it becomes necessary to cancel this agreement as provided for in this clause, any money paid by the guest will be forfeited.

It is understood that renter must be at least 20 years of age to rent this property. We have a zero tolerance policy for any house, fraternity and/or bachelor type parties with excessive use of alcohol. If there is damage or local law enforcement is called, and there will be a minimum \$200 charge plus additional cleaning charges. We do take this seriously and will enforce.

CUSTOMER SATISFACTION: It is our goal to provide each of our guests with a wonderful stay at Olivia Beach, Lincoln City and the Oregon Coast. We want you to feel completely satisfied with your rental experience. If at any point during your stay, you need something, or feel we have not met your needs, please contact us immediately. We aim to be very flexible in meeting each of our guest's needs, yet there are circumstances beyond our control.

WHAT IS PROVIDED: All linens, fully equipped kitchen with everything you will need to prepare and serve a meal, a start-up supply of toilet paper (that is a couple of rolls), paper towels (at least one full roll), dish soap, dishwasher detergent, laundry detergent, garbage bags, soap. If you run out of something you need more of, there are local stores to purchase what you need.

CLEANING FEE: Your cleaning fee is intended for a one-time cleaning associated with normal use upon your departure.

CLEANING RESPONSIBILITIES: There is a departure checklist posted on the refrigerator at your rental, please follow the directions posted. Guest(s) shall leave premises in clean, undamaged condition. The tenant is responsible for the care of the premises, appliances and furnishings and for any damage by negligent or wrongful acts caused by the tenant, tenant's guests or pet(s).

BIKES: Guest's use of any bikes (and related equipment and accessories) located at the property will be done at guest's sole risk. Guest must carefully inspect all bikes (and related equipment and accessories) before use. Guest acknowledges and agrees that the use of a bike (and related equipment and accessories) may be dangerous and may result in injury or death. Guest will observe and adhere to any and all laws, rules, and regulations concerning the use and/or operation of bikes including, without limitation, Oregon's bicycle helmet law (which law requires any person less than 16 years of age riding a bike or when a passenger on a bike in any public place (e.g., streets, roads, sidewalks, parks, etc.) to wear bicycle helmets.

Guest will learn about safety precautions and safety procedures concerning the proper operation of the bikes (and related equipment). Olivia Beach Camp Cabins is not liable for, and makes no representations or warranties concerning, the quality or safety of any bikes (and related equipment and accessories) provided at the Property.

ACCIDENTS HAPPEN: If you have a spill please soak up with paper towels and call immediately and we will tell you how to take care of the spill. Most stains can be prevented if treated immediately and properly (we usually stock Resolve in the cabinet above the stove, which works great).

If you have baby or small child that wets the bed please provide a waterproof pad to prevent stains on the bedding. If you have an accident in the beds please soak linens in cold water immediately.

Please do not wash and dry towels or linens that have been stained, we will treat them. DO NOT wash our comforters, duvets, pillow shams or other items of the same type.

GARBAGE: To avoid odors in the home, please take all garbage to outside garbage can upon departure. If there is excessive garbage upon your departure, there will be a charge to haul it away.

RECYCLING: We value recycling and rely on our guests to be in compliance with local service providers. Information on specifics of recycling are listed in the [Olivia Beach Camp Cabins Welcome Book](#). Improper disposal of recyclables (either in the garbage, or garbage in the recycling) is monitored by our cleaners, since they are quite strict. Any violations will result in a \$25 fee.

REPORT DAMAGE AND NEED FOR REPAIRS: We make every effort to have all equipment and appliances in working order prior to your arrival. In the event that something has been overlooked and there is a malfunction with something in the rental, it is your responsibility to let us know immediately so we can make every effort to get the repair work done as soon as we are able. If you do not report the problem we cannot get it fixed. If a repair is needed and it was not possible to complete before your arrival, we will remedy the problem as soon as we can get a service person to fix the problem.

Guest(s) agrees that Oregon Camp Cabins LLC, its agents, or hired repair person may enter the premises for the purpose of making necessary repairs or maintenance when deemed necessary by rental agent or owner.

As a courtesy, guest agrees to contact Olivia Beach Camp Cabins if something gets broken during your stay, i.e. a glass or plate or anything, please let us know by calling/texting us before your departure. It helps us keep track of inventory so we are sure sufficient supplies are being provided for all of our guests. Under typical circumstances, we do not charge for small damage like this.

LIABILITY AND DAMAGES: The tenant/guest shall indemnify and hold property owner and property manager free and harmless from any and all liability, claims, loss, damage or expenses arising by reason of any injury, death or property damage sustained by any person including tenant(s) or guest of the tenant, where such injury, death or property damage is caused by negligent or an intentional act of the tenant or any guest of the tenant.

Olivia Beach Camp Cabins does not warranty amenities provided by or through the homeowner associations, including, without limitation, pool, park, and exercise room.

LOST AND FOUND: Olivia Beach Camp Cabins is not responsible for any lost, stolen, or damaged personal items. Any personal property Olivia Beach Camp Cabins discovers after guest's departure

will be held by Olivia Beach Camp Cabins for 30 days from the date the item was found. If guest does not claim his or her lost personal property items within the 30-day period, we will donate the personal property items. Guest will pay for any and all shipping and handling charges necessary to return guest's items of personal property.

NOISE AND DISTURBANCES: Guest will behave in a civilized manner and will be a good neighbor respecting the rights of surrounding property owners and guests. Guest will not disturb, annoy, endanger, and/or interfere with surrounding property owners and guests.

We have a zero tolerance policy for any house, fraternity and/or bachelor/bachelorette type parties with excessive use of alcohol in or at the property. If there is damage or we are called for a disturbance related to such activity, we will call the local law enforcement to handle the situation. If excessive noise or disturbances occur resulting in notification by police or neighbors, Guest will vacate the property and will forfeit the reservation and any monies paid. Quiet hours are from 10:00 p.m. to 7:00 a.m.

KEYS: \$75 charge for lost pool/clubhouse access cards.

FIREWORKS: Fireworks are PROHIBITED by the Olivia Beach Homeowners Association as fire danger is very high in the summer and fall seasons.

SUBLETTING: Subletting is not permitted. Tenants who sublet may be subject to fines and/or immediate termination of this rental agreement. Guest(s) agrees that Olivia Beach Camp Cabins or its agents may enter the premises for the purpose of making necessary repairs or maintenance when deemed necessary by rental agent or owner.

HOT TUBS: Guest's use of the hot tub is at guest's sole risk. Olivia Beach Camp Cabins makes no representations or warranties concerning the condition and/or use of the hot tub. Guest is fully aware that the hot tub and surrounding patio/deck may be dangerous. Guest must be cautious when entering and exiting the hot tub. Guest is aware that use of the hot tub may result in injury or death. Guest will learn about safety precautions and safety procedures concerning sitting in or being around the hot tub. If at anytime the hot tub looks cloudy or dirty, Guest will cease any further use of the hot tub and will call Olivia Beach Camp Cabins immediately.

Children must be potty trained to use the hot tub, no swim diapers. The hot tub is not a babysitter, and must be accompanied by an adult 18 years or older at all times in the hot tub. Hot tub rules are posted in the binder at the rentals with hot tubs, please read.

The hot tub is cleaned and serviced by professional hot tub companies and Olivia Beach Camp Cabins is not responsible for its service or condition. If the hot tub is fixed within a reasonable time, the day it is reported to not be working no refunds will be given, at sole discretion of agent.

CABLE and INTERNET ACCESS: Internet access is provided as a courtesy for Guests. Information needed to use the internet (passcodes or password and/or usernames) will be available at the property. Olivia Beach Camp Cabins cannot and will not be responsible for interruption of these services or problems with computers. You will have to rely on your own know how to connect to the internet. Systems at the rentals usually work the same as they would at your own home, occasionally a cable box, modem or router will need to be rebooted, (unplugged and plugged back in after 10 seconds). Sorry, refunds will not be given for interruption of these services.

ACTS OF GOD: Olivia Beach Camp Cabins cannot and will not be responsible for acts of God that may result in loss of electricity, internet connectivity, television or phone services. When reported, we will do our best to contact the appropriate company to help expedite repairs. The Oregon Coast experiences frequent storms and other things that cause power outages, that can cause the internet and cable services to go down. We are sorry if this causes an inconvenience but we cannot and will not be held responsible for such outages and no refunds will be given for such outages. It can take several days to remedy this kind of problem, depending on availability of service people.

IT IS YOUR RESPONSIBILITY to contact Olivia Beach Camp Cabins if anything in your rental needs our attention. This is to ensure your safety and that you have an enjoyable stay at the property.

IF YOU ARE BRINGING A DOG: We welcomed well behaved small and medium sized dogs. Please pack towels and sheet, (don't use our linens) to dry your dog off and a bed sheet to cover furniture. If there is hair and/or dirt from your dog on the beds and/or furniture there will be additional cleaning charges. If you intend to spend most of the trip without your dog, bring a portable kennel with you to keep your dog safe while in a new environment. Even the most well behaved dogs will behave differently when left unattended in a home they are not familiar with.

Please take responsibility for any damage that your dog may cause. The most common damage caused by our dog guests is scratched wood work. When a dog is left in an unfamiliar house unattended; they will scratch the door wanting to get in or out.

Dogs are only allowed to be left alone at the rental, inside or outside, if you bring a crate for it to be in, none are provided. The pet fee of \$25 for a dog to come to a rental (there are limits, please see individual pet friendly rentals) and covers the privilege of you being allowed to have your dog with you and covers additional clean-up required when a dog is a guest and we want to ensure that the home, furniture and property are fresh and clean for the next guests. It does not cover any damage caused by your pet.

Guest will comply with any and all applicable pet laws, ordinances, regulations, rules, policies. Clean up after your dog and dispose of all poops in a plastic bag and put it in the trash can. Guest is responsible for any and all injuries and/or damages to person or property caused by any pet brought in, at, or around the property.

Reservations are subject to Olivia Beach Camp Cabins policy changes at any time before occupancy. We reserve the right to refuse service to anyone.

Thank you for choosing Olivia Beach Camp Cabins.

Miel & Darcy

Olivia Beach Camp Cabins

www.oliviabeachcampcabins.com