



RESERVATION POLICIES AND INSTRUCTIONS

“Family Funtimes” 4-Br Lakefront Cabin in Stonebridge Resort

1. **RESERVING THROUGH BOOKING CHANNEL MANAGER SUCH AS HOMEAWAY / VRBO, TRIPADVISOR OR AIRBnB is a Commitment**
 - a. If you are unsure of your choice to book this property, it may be best to **send an inquiry** before hitting the “Request to Book” button.
 - b. When you click the “Request to Book” button, you are effectively signing a contract to pay your preferred booking channel their Service Fee. If I approve the reservation, that fee will be collected and will not be refunded, even if the reservation is cancelled.
 - c. If the reservation is accepted, even if you find the same property in another listing outside of the initial booking channel, or book directly with the owner, you are still contractually required to pay the booking channel service fee.
 - d. Make sure you qualify to book this unit, based on the criteria noted below. If the reservation is accepted and you do not qualify, there will be no refunds. (For example, if you booked a no-pets unit, and you are travelling with pets, even though you have paid in full, you will not be permitted to occupy the home when you check in and your payments will not be refunded.)

2. **GUEST QUALIFICATIONS**
 - a. **Minimum age: 21.** The person who books and pays must be 21 or older and must also occupy the property during the reservation unless pre-approved in writing.
 - b. **NO PARTIES.** This property is managed by Stonebridge Resort who have a “No Tolerance” policy about parties, meaning a disruptive party could result in eviction with no refunds.
 - c. **MAXIMUM OCCUPANCY.** We advertise 12 guests and might approve extra children under 4 years old. Prices are set low for a smaller number of guests (depending on season) and additional guests over that number will be charged extra.
 - d. **PET POLICY.**
 - i. \$50 one-time fee per pet. 1 pet max 40lbs, 2 pets max combined 50lbs. Pet fee will not be included in pricing estimate but will be charged by Stonebridge Resort when you check in.
 - ii. We have other properties that will take larger-sized dogs.
 - e. **SMOKING.** No smoking is allowed in the unit or in the screened porch. This applies to all legal smoke-able substances. If you must smoke, do so outside. On the front landing/deck is ok but be sure windows to the unit are closed so smoke does not blow inside. Any evidence of smoking will result in a \$500 fine charged to your credit card.

- f. **ILLEGAL ACTIVITIES.** No illegal activities, substances, items, etc. shall be allowed in the unit or on the premises. Evidence of illegal activities, drugs, weapons, fireworks, or illegal items of any type will result in eviction without refund and may result in arrest.

3. RESERVATION DETAILS AND INSTRUCTIONS

- a. **PROPERTY AVAILABILITY.** Any booking channels cannot guarantee availability, even if the calendar shows your preferred dates are open. This is because the booking channels do not control the master calendar for this property. Owner will make every effort to keep the calendar up to date but Owner has a 24hour period in which to confirm availability before accepting any booking request. If a booking request is approved, it means the property is available for your reservation, provided payment is made per terms noted below before someone else books the property through another listing source.
- b. **PAYMENT.** This property is listed with Homeaway, TripAdvisor, AirBnB and other listing agencies which may each have their own "Payments" program, or may defer payments to the property owner.
 - i. It is the guest's responsibility to understand the payments program, terms, and collection schedule at time of booking. In most cases, the property owner will be able to explain the details if there are any questions.
 - ii. **RESERVATION IS NOT GUARANTEED UNTIL DEPOSIT CHARGES ARE FULLY PAID.**
 - iii. **FINAL CHARGES.**
 - 1. **Additional fees.** If the guest adds days to the reservation or decides to purchase additional services from Branson Regal (such as travel insurance) the associated additional fee payment schedule will be determined at time of purchase.
 - 2. **Final Rental Charges.** The final rental charges will be automatically collected by booking managers or listing agencies when due. If the credit card charges are denied by the bank, Owner and/or responsible booking agency will attempt to contact Guest for a solution. Lack of a satisfactory solution could result in the cancellation of the reservation without refund of payments already made.
- c. **CANCELLATION / REFUNDS**
 - i. **Cancellation.** The Guest may announce cancellation at any time via email, text, or phone call, HOWEVER Owner will consider the cancellation complete until a phone call is completed between guest and owner.
 - ii. **NO REFUNDS.** No monies already paid will be refunded if the reservation is cancelled.
 - iii. **Accidental Damage Protection.** Guest is advised that the rental already includes accidental damage protection. If you purchase Damage Protection from a booking agency, it will be an unnecessary additional expense and will not be reimbursed. In some cases, damage protection fees may be waived. Ask Owner for details.
 - iv. **Cancellation Insurance.** The owner offers travel / cancellation insurance to reimburse the guest's non-refundable payments in case the reservation must be cancelled. It is recommended that guest purchases this insurance through bransonregal.com after the reservation is confirmed because owner will frequently offer discounts for such insurance.

4. **ONCE YOU ARE IN THE HOME**

Kate and I are delighted to host you and your family and friends in our home for your stay in Branson. We like to think that part of the reason you chose to stay with us is how committed we are to your comfort and good times. We are also committed to being good neighbors and our home does share a wall with another home. To ensure unrestricted use and enjoyment for you and other residents of StoneBridge Village, we ask that you understand and comply with the rules and regulations of the StoneBridge Village Property Owners Association and those of StoneBridge Resort.

- We are happy to provide lots of parking. Please be careful to not park in unapproved areas:
 - Overnight parking is allowed in front of the cabin and in nearby designated parking areas. Do not park in front of other units.
 - Trailer parking is allowed only in the designated areas. Check with the Stonebridge Resort front desk for details.

- Please protect the comfort of our neighbors by controlling Noise. “Quiet Time” in the Village is from 10pm to 7am during which time the loudest acceptable sound is a car door shutting. Outdoor activities and gatherings are not allowed during Quiet Time.
- Trash must be kept inside until it is disposed of in a dumpster. You can use any of the dumpsters nearby. Please contact the front desk if you need assistance disposing of trash.
- Open flames are not allowed on any wooden decks. Shared charcoal grills are available just outside the unit or you can rent a small charcoal barbeque from the front desk for \$10.00 (includes a bag of charcoal.) Grill must be used outside the unit.

It is not our desire to inhibit use of the home for your enjoyment but in order to provide everyone the opportunity to enjoy their experience in StoneBridge Village, security will enforce these rules and fines. StoneBridge Village Security has never had to require our guests to leave but if it becomes necessary, a refund will not be issued.