

Sunriver Resort Home and Condo Reservation Policies

Sunriver Resort offers vacation rental accommodations in compliance with state and federal laws pertaining to the rental of rooms to guests on a non-discriminatory basis.

Your reservation is subject to following terms and conditions:

Confirmation: Your reservation will be reviewed to make sure all information is complete, and that your reservation meets any applicable length of stay requirement. If there are any questions or issues, a member of our staff will contact you within 3 days.

Taxes, Fees and Deposits: A 9.5% tax, .057% Oregon Surcharge, and 17% resort fee will be added to your room rate. We will charge a deposit equal to 30% of your total at the time of booking for a reservation made 60 days or more prior to arrival, and your remaining balance will be charged 60 days prior to arrival. We will charge the entire amount of your stay if reservation is made within 60 days of your arrival date. The cleaning fee is a non-refundable one time charge, and is taxed at 9.5%. A voluntary donation of \$2 per night will automatically be added to your bill to support the Dollars for Trails and the Sunriver Nature Center & Observatory. If you do not wish to contribute, please inform the front desk staff and it will be removed immediately.

Cancellations: Cancellations made more than 60 days prior to arrival will be charged a \$50 handling fee. Cancellations made within 60 days of the arrival date will be charged the entire stay amount, less tax & assessment, resort fee, and cleaning fee.

Credit Card Required: Guest authorizes Sunriver Resort to charge the credit card on file for the cost of any repairs, excessive cleaning or other charges that may result from the guest's failure to comply with Sunriver Resort rental policies. If these charges exceed the guest's credit limit, guest will pay the difference immediately.

Check-In and Check-Out: Check-in time begins at 4:00 p.m. The property may not be available until 6:00 p.m. Check-out time is 10:00 a.m. A fee equal to 50% of the nightly rate may be charged for any late check-out that has not been authorized in advance by Sunriver Resort. No late check-outs will be allowed during busy holiday periods such as the Christmas - New Year's holiday week, and during the summer.

Pet Policy: Pets are allowed only in homes designated as "pet friendly." A pet fee is required, which is \$25 per night (9.5% tax applies). The guest is responsible for any damage caused by the pet. A maximum of two dogs are allowed. Any dog with a history of aggressive or dangerous behavior is not allowed. Pets may not be left unattended in the property. Guest will observe applicable leash laws for their pet. A pet fee will be added to all online reservations booked in "pet-friendly" homes and condos. If you are staying in a pet-friendly home, but not traveling with a pet, please contact our reservations team to have the fee removed at 855-420-8206.

No Smoking: No smoking is permitted in any property managed by Sunriver Resort. Evidence of smoking at a property will result in additional cleaning fees.

Use of Property: The property will be used only for vacation purposes. No landlord-tenant relationship is created during guest use of property. Guest will comply with all laws, rules and regulations. Guest is

responsible for locking doors and securing the property. Guest will not allow anyone to damage or destroy the property during their stay. Guest will not cause excessive noise or disruption to the neighborhood, or create a nuisance. Only the registered guest and his/her authorized guests may use the property. Guest will not move furniture, artwork, or accessories and will not attach anything to walls during their stay. Guest will pay for any damage including necessary maintenance, repairs, additional housekeeping and cleaning charges. A supervision fee of \$75.00 per hour will be added to the actual maintenance, repair and/or cleaning costs.

Occupancy Limits: The maximum number of guests that can stay at a property is determined by Deschutes County Code 5.12.020. The maximum overnight occupancy for a unit is two persons per bedroom or sleeping loft plus two additional persons. Children under the age of 5 are not included when determining maximum occupancy. Violation of the maximum overnight occupancy is a class B infraction and subjects each occupant to a maximum of a \$100.00 fine. Occupancy limits will be strictly enforced, and violations may result in immediate eviction from the unit and forfeiture of all rent and fees. Some units have occupancy limits that may be lower than what is allowed by the code.

Event Policy: In an effort to protect property from unnecessary wear and tear, unauthorized private events are prohibited at vacation rental properties. Any event or gathering of 20 people or more at a home or condo must be disclosed to Sunriver Resort reservations and requires owner approval prior to the event taking place. If the event is approved, there will be an event fee assessed to the guest/group to cover additional cleaning. The fee is based on a single event. Additional events and or large events may be subject to additional fees and approval guidelines. Approved event guest/group is responsible for any and all damage, garbage removal or other miscellaneous charges resulting from the event to return the property to its condition prior to the event.

Vacation Rental Damage Protection: As a part of your stay, you may purchase a Vacation Rental Damage Protection plan designed to cover unintentional damages to the rental unit interior that occur during your stay provided they are disclosed to management prior to checkout. If purchased, the policy will pay a maximum benefit of \$3000.00. Any damages that exceed \$3000.00 or are not covered under the plan will be charged to the credit card on file. If, during your stay at one of our rental properties, an insured person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$3000.00. Certain terms and conditions apply. Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage or Insurance Policy www.csatravelprotection.com/certpolicy.do?product=G-20VRD. The Vacation Rental Damage can be purchased up to, and including at, check-in. By submitting payment for this plan, you authorize and request Customized Services Administrators, Inc. d/b/a Generali Global Assistance & Insurance Services to pay directly Sunriver Resort any amount payable under the terms and conditions of the Vacation Rental Damage. Please contact Sunriver Resort directly if you do not wish to participate in this assignment.

Reporting Damage: Guest should examine the property upon arrival, and promptly report to the Sunriver Resort Front Desk any visible damage, inoperable appliances or other adverse conditions at the property. Guest is responsible for any damage discovered after departure.

Parking Restrictions: Parking of vehicles on and along streets within the community is prohibited. Motor vehicles must be parked in the driveway and not extend beyond. No vehicles shall be parked so as to inhibit passage of emergency vehicles or snowplows. Violators may be fined or towed. In the community of Caldera Springs, there shall be no more than one (1) vehicle per bedroom with a maximum of four (4)

vehicles parked at a residence at any given time, and only in designated parking areas or in the driveway. Event parking at a residence may be considered when arranged with the Owners Association more than 72 hours prior to the event and with the appropriate signage.

Excessive Noise and Unruly Behavior: Guests must respect the peace and tranquility of our community and shall not engage in an action which is disturbing to others; such as allowing their pet to create excessive noise, playing loud radios, stereos, televisions or musical instruments, loud conversing, or other activities that disturb the enjoyment of other residents and guests. Guests will not disturb or interfere with any neighbor. Disorderly conduct or unruly behavior such as loud parties and gatherings at the property involving large amounts of alcohol are not permitted. All activities that may potentially create noise or disturbance to neighbors in any way shall cease by 10:00 p.m. daily. If excessive noise or other unruly behavior results in complaints by the neighbors or notification by police, guest will be required to vacate the property and will forfeit all rent and fees. **Underage Alcohol Consumption:** Sunriver Resort prohibits the consumption of alcohol by (and the provision of alcohol to) all persons under the age of 21 and reserves the right to evict any guests who are found to be in violation of this provision.

Sunriver Resort Access During Stay: Sunriver Resort staff may access the property during guest occupancy to make any necessary repairs; provide any guest-requested housekeeping services (subject to additional fees); to verify compliance with occupancy limits and other rental policies, and in case of an emergency as may be determined by Sunriver Resort.

Hot Tub: Guest assumes all risk for their use of any hot tub that may exist at the property. If the water in the tub appears cloudy or dirty, please contact the Sunriver Resort Front Desk immediately for service. The spa key that secures the cover should remain at the property.

Bikes: Some properties may have bikes that are provided by the owner of the property. If guest elects to use these bikes, they do so at their own risk. Sunriver Resort cannot guarantee the safety or proper maintenance of any bike. Sunriver Resort recommends that guests either bring their own bikes, or rent bikes from the Sunriver Resort Bike Barn.

Upon Departure: Guest will leave the property in the same condition as they found it upon arrival, less ordinary wear and tear. All trash will be placed in the receptacles provided at the property. All guest personal items will be removed.