

Cuchara Mountain Escape Rental Policies

1. **We have a 30 day cancellation policy.** If you cancel outside 30 days of your scheduled arrival date, there is no penalty. Inside the 30 days you will be billed the deposit amount required upon booking. Over holiday weeks/weekends you will be charged the full balance of your scheduled stay regardless of the deposit amount. Please understand we rely on your good faith to rent this unit and without cooperation, we lose the opportunity to rent this unit to others without reasonable notice. We have a high rate of return guests and spend considerable time turning away potential guests. No shows will be charged the full rental amount. In the event you book within the 30 day period, understand you are fully committing to the reservation and you will be charged under the terms listed above.
2. Please keep in mind our units are privately owned homes and condos. We reserve the right to substitute. Units do encounter unforeseen damage or mechanical failure that can temporarily remove them from being available. In this event, we will provide you with the most comparable accommodation. We will not charge additional if you are placed in a more expensive unit and will charge the lower rate if you are placed in a less expensive unit. There will be no refunds or discounts if we have to substitute a unit.
3. Cabin and Condo rates are based on an agreed-upon number of occupants. All pricing is based on the first 4 adults. Additional occupants without notice and payment are seen as an attempt to defraud and will cause the fees for additional adults to be doubled. Cabins and condos are supplied based on the number of reported occupants.
4. Guests are responsible for any damage to the unit and will be billed accordingly. If Cuchara Mountain Escape determines in its sole discretion that units are excessively dirty tenants will be assessed with an additional cleaning fee. A minimum of \$100.00 will be charged to the registered guest for any excess cleaning or damage to an individual unit. Cleaning or repair costs in excess of that fee will also be charged to the registered guest. Please understand we schedule staffing and the next guest's arrival based on the assumption the unit has been left in a reasonable condition.

-----Upon check out, guests are expected to leave the property in the condition that you found it! Our staff performs a basic and sterile cleaning. Cleaning up renter caused messes above the normal cleaning will result in additional fees. We will provide photos as examples of excessive dirty units along with fees.
5. We will assess a \$50.00 non-refundable pet fee to those who make arrangements to bring a pet in units that allow. If we are not notified of a pet, you will be charged a \$200.00 fee and possibly asked to depart immediately. Please understand some of our owners and guests have allergies and our upcoming reservation could be lost.
6. All of our units are NON-SMOKING units. We understand this may be inconvenient to smokers, but understand these units are for the general public and may offend non – smokers, children and individuals allergic to cigarettes. You are more than welcome to smoke outside the unit. There is a \$200.00 fee automatically charged if any evidence of smoking inside a unit is found. This includes inside the garage on equipped units.

7. The properties are advertised as “fully equipped”. This means everything you would expect to find in a normally furnished home will be provided. Pots, pans, cooking utensils, towels and bed linens are provided and are the property of the home/condo owner. We supply hotel style soaps, dishwashing soap and toilet paper. WE DO NOT SUPPLY paper products such as paper towels, Kleenex, and napkins. We also do not supply dishwasher or laundry detergent. We do not supply firewood. Firewood is available for purchase in the town of Cuchara at Dakota Dukes. Please bring your own towels if you have allergies to standard laundry soap.
8. Acts of nature causing poor weather conditions or temporary power outages are not cause for refund or partial refund. In the event of road closures or mandatory evacuation, guests who have not arrived will be refunded their deposit. Guests that have already checked in will not be held responsible for the remainder of their stay.
9. The reserving and occupying guest indemnifies Cuchara Mountain Escape, and representatives, from and against any and all liability, loss damage, and expense, including attorney fees and disbursements arising from injury to persons or damage to rental property; or owner’s agents, or contractors. Guest agrees to waive any claim whatsoever and hold harmless Cuchara Mountain Escape, and property owner for accidents and claims resulting from accidents and or injury arising from the use of the rental property and any of its equipment, porches, decks, stairs, parking areas, etc. Cuchara Mountain Escape is contracted to the property owners and in every event works to the best interest of the property owner.
10. We have a \$45.00 cleaning fee charge per reservation. This will be added to your bill after tax so that you do not pay taxes on this fee.

CHECKING IN

1. The full amount of your rental is due at check in. Keys and directions to your unit will be available for pick up at the Cuchara Country Store in downtown Cuchara. If you are arriving after hours you may settle the balance due for your stay the following morning. For after hour key pick up there is a brochure holder to the far right of the front door of the Cuchara Country Store, your key and directions to your property will be there.
2. Check in is not made available until 3:00 p.m. Check out is 10:00 a.m. Unfortunately we do need to be strict on a 10:00 a.m. check out time, as this unit does need to be cleaned and ready for the next person checking in at 3:00 p.m. We are more than happy to work with you if you make arrangements in advance . Please understand we have to pay our hired help to wait on a check –out if you depart late and we run the risk of not having the unit ready for the next person. We will assess an hourly charge of \$50.00 per hour you are late in departing. If you stay later than 3:00 p.m. on your scheduled departure date, you will be charged for a full night’s rental and additional fees will apply if the upcoming reservation that was awaiting your departure is lost.
3. Upon check in, if you are not satisfied with your accommodations or encounter a mechanical problem with the unit, notify us immediately. We will happily try to resolve the problem, place you in a different unit upon your request or offer a refund equal to 50% of the first night’s rental. Please understand we cannot issue refunds or discounts if you wait several days to report a concern we need an opportunity to resolve a problem or complaint, which may result in substituting a unit.

4. During winter stays, all heaters and thermostats are set at 50 degrees. You are welcome to turn them up to a level of your comfort. Please return all heaters to 50 degrees at time of check out.

WHILE YOU STAY

1. Respect the property you are staying in! These are privately owned properties and owners expect everything to be in the same condition as when they left. Also, understand the next guest will be just as critical as you.

- DO NOT drive or park on grass, even if it is just to unload.
- DO NOT rearrange furniture. Putting furniture back in its original location takes time and may sacrifice the time of availability for the next arrival. Renters will be billed for any time spent rearranging furniture or billed for something we assume to be missing.
- DO NOT adjust refrigerator temperatures. Turning the temperature up to high actually cuts off cold air from the refrigerator.
- DO NOT leave heating thermostats on while you have windows or doors open.
- DO NOT walk into a home with dirty or muddy shoes, shampooing carpets takes time and ruins the incoming guests stay, current renters will be billed for shampooing of new stains.
- If you spill something clean it up, this includes spills on the stove, carpet, inside the refrigerator or on furniture.
- PLEASE understand this is someone's home. They all keep personal items for their use within the property, please respect this.

2. We understand that accidents do happen. Please report accidents, so we can fix them. Letting us find something when you check out is assumed to be the result of negligence.

3. We purposely leave condiments and other non-harmful foods from other guests in the refrigerator. This is courtesy, not neglect. We see no point in wasting catsup, mustard, etc. these are not items we supply.

4. Call 719-742-3121 when it is time for trash pick-up during your stay if your unit does not have trash services in your area. If you leave a message after hours we will do your pick-up the following day. Please do not set your trash outside, animals will get into it and make a mess.

5. Call 911 for any emergencies. Some units are not equipped with phones. Cell phones do work in Cuchara.

6. We do not offer a daily maid service. The bedding and towels are provided based on the number of reported occupants. We also do not supply laundry soap for units equipped with a washer & dryer.

7. We understand that accidents do happen, please report accidents immediately, so we can fix them. Letting us find something when you check out is assumed to be caused by negligence on your part, you will be charged appropriately.

8. Each property is provided with a “starter pack”, which includes two rolls of toilet paper per bathroom, one garbage bag per day of stay, hand soap, dish soap, and hotel style bar soap per tub & shower. Once you have used the starter pack, additional supplies may be purchased at the local stores.
9. Cuchara Mountain Escape acts as a broker between the renter and homeowner for the rental transaction only. We do not perform general maintenance, or repairs to the properties. We will do our best to assist our guests and owners in arranging maintenance. Keep in mind Cuchara is remote and things don't always happen in a timely matter when waiting on repairmen.

Checking out

1. We require that all guests wash all dishes and place all trash in the bags provided prior to checking out. Keep in mind we supply dish washing liquid NOT dishwasher detergent.
2. Leave keys on kitchen counter when checking out of unit unless other arrangements have been made.

Guests are responsible for reading and understanding all the terms and conditions in our policies prior to checking in. Reserving, providing a deposit, and/or checking into your unit implies that you agree, understand and are willing to comply with the Cuchara Mountain Escape Rental Policies. All fees associated with collections of rents, repairs, or missing items, will be paid by the customer with the maximum applicable interest rate allowed by Colorado law. Jurisdiction will remain Huerfano County, Colorado.

Please realize we are not trying to be harsh with rules and regulations, but we pride ourselves in providing the highest quality units in the area with the most competitive prices. We need your cooperation to uphold this reputation!

We at Cuchara Mountain Escape hope you enjoy your stay and look forward to seeing you return in the following years.

Thank you,
Cynamin VanLue