



RETREATIA

exclusive steamboat

1585 Mid Valley Drive, Suite 12, Steamboat Springs, CO 80487

Conditions, Policies and Procedures for Occupancy

Thank you for making your reservation with Retreatia. Please read the policies listed below carefully and contact our office at 800-848-1960 or 970-500-3442 if there are any questions regarding your reservation.

DEPOSIT & CANCELLATION POLICIES:

SUMMER RESERVATIONS: An advance deposit equal to 35% of the cost of lodging is due at time of booking, which is non-refundable. Final payment is automatically charged to your credit card on file 30 days prior to your arrival date. For reservations made within 30 days of your arrival date, full payment is required at time of booking. If you cancel your reservation MORE than 30 days prior to your arrival date, an amount equal to your advance payment will be non-refundable. The total amount of your payment will be retained if you cancel WITHIN 30 days of your arrival.

WINTER RESERVATIONS: An advance deposit equal to 35% of the cost of lodging is due at time of booking, which is non-refundable. Final payment is automatically charged to your credit card on file 45 days prior to your arrival date. For reservations made within 45 days of your arrival date, full payment is required at time of booking. If you cancel your reservation MORE than 45 days prior to your expected arrival date, an amount equal to your advance payment will be non-refundable. The total amount of your payment will be retained if you cancel WITHIN 45 days of your arrival.

HOLIDAY RESERVATIONS: An advance deposit equal to 35% of the cost of lodging is due at time of booking, which is non-refundable. Final payment is automatically charged to your credit card on file 60 days prior to your arrival date. For reservations made within 60 days of your arrival date, full payment is required at time of booking. If you cancel your reservation MORE than 60 days prior to your expected arrival date, an amount equal to your advance payment will be non-refundable. The total amount of your payment will be retained if you cancel WITHIN 60 days of your arrival.

*No refunds for no shows, late arrivals and early departures, regardless of road and/or weather conditions.

PARKING: Please contact Retreatia at 970-871-6253 prior to your arrival if you will need parking for more than one vehicle. Retreatia guarantees parking only for one vehicle per unit rented. Additional parking is limited. Please note that there is no parking for trailers or RV's onsite.

HOUSEKEEPING: Prior to your arrival, the property is thoroughly cleaned and supplied with fresh linens, towels, soaps, laundry detergent, and paper products. Our rates do not include maid service during your stay. However, housekeeping services may be arranged at least one week prior to check-in for an extra charge, based on availability.

EARLY DEPARTURE: The guest is responsible for payment of all nights reserved regardless of the guests' actual arrival or departure.

SMOKING/PETS: All of our units are non-smoking. No exceptions. The *only* properties that allow pets are Alpenhaus Lodge, Seventh Heaven Chalet and Yahmonite Cottage, which require a one-time, non-refundable deposit upon booking.

ENTRY OF PREMISES: An authorized employee or repairman may enter the premises during customary business hours for any purpose connected with the repair, improvement, care, and management of the premises. The condominium or home you occupy may be listed for sale. If so, there is a possibility that real estate showings may occur. In this case, we will endeavor to make any necessary intrusions as convenient as possible.



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DAMAGE WAIVER: The Damage Waiver covers up to \$750 of accidental damages. Any accidental damage to be covered by this waiver must be reported prior to departure. The damage waiver does not cover any excessive cleaning. Even if the damage waiver is purchased, a credit card will be kept on file for the duration of your stay to cover any excessive cleaning, lost keys or damages not covered by the waiver. The damage waiver does not limit signor's liability and he/she accepts responsibility for any charges in excess of the damage waiver. In lieu of the damage waiver, a credit/debit card authorization will be processed at the time of check-in for the amount of \$100 per bedroom. This authorization may take up to two weeks for your bank to release the funds. The credit card authorization or damage waiver does not limit signor's liability and he/she accepts responsibility for any charges in excess of the authorization or damage waiver. Neither Retreatia nor the unit owner is responsible for any injury, damages, inconvenience or loss of personal property that results from your use of the facilities or any area activities.

UNIT ASSIGNMENT: In the rare event a reservation conflicts with homeowners or unforeseen maintenance emergencies, we reserve the right to substitute comparable accommodations up to and including the day of arrival, provided the guest is not charged a higher rate than the accommodation type originally reserved.

SPECIAL FUNCTIONS/WEDDINGS/PARTIES: Retreatia strictly prohibits the usage of any of its rental properties for any special functions, weddings, or parties during which the maximum occupancy of the property is exceeded.

HOT TUBS: In the event that a private hot tub in a rental property becomes inoperable during your stay, attempts to correct the problem as soon as possible.

DISCLAIMER: Retreatia will not be held liable for damage, loss, or injury resulting from errors made by tour operators, travel agents or transportation companies. Further, we will not assume responsibility for loss, delay, or expense caused by weather, strike, or other circumstances beyond the control of Retreatia . Retreatia reserves the right to change accommodations without notice, up to the date of arrival, due to maintenance emergencies or sale of unit. An Attempt will be made to provide equal accommodations or upgrade at no additional charge. Rates are subject to change without notice and are subject to availability.