

SHASTA RAINBOW HOUSE

“Live, Love, Laugh”

## VACATION RENTAL POLICIES

Shasta Rainbow House is pleased that you have selected us as your home away from home. We want to ensure that you enjoy your stay in the McCloud area. Our staff takes pride in their work and is available to help optimize your stay. Please let us know if there is anything we can do to make your stay more enjoyable. Listed below are our policies. We thank you in advance for taking care of the home as if it were your own.

## RATES

\$195 per night with a maximum of six people  
2 night minimum, 3 on holidays  
\$110 nonrefundable cleaning fee  
A 12% tax will be applied to the rental amount (10% TOT & 2% SCTID)  
and any additional fees charged by VRBO (beyond my control)

## RESERVATIONS

Reservations are secured with a security deposit of \$250  
Full rental amount and cleaning fee are due per VRBO.  
Security deposit will be returned by VRBO after your stay if premises are left in good condition. This usually takes two to three weeks.  
Cancellations will receive a full refund if made two weeks before stay.

(Please note there is no home mail delivery in McCloud)

## CHECK IN

Check in time is 4pm or later.  
Early check in may be available.  
Please leave a voice message with my housekeeper, June 530-964-2510 (land line), the day before your arrival with your approximate check in time.  
Keyless entry will be programmed to the last four digits of your cell.

## PROVISIONS

Bed linens, bathroom towels, and accessories are provided  
Kitchen is stocked with paper towels, napkins, and other supplies  
Extensive inventory of cooking and serving items  
Spice cabinet, seasonal herb garden, and flower beds are for your use and enjoyment  
Laundry facility is provided for personal items  
Satellite TV, BluRay DVD player, and CD player are hooked up  
Shelves are stocked with books, videos, games, and cards  
There is no phone landline or internet service (this is a getaway spot!)  
WiFi is available in McCloud (library & Kyotes)  
Cell phones work great  
All you need to bring are family, friends, and food!

## CLEANING

While our staff does the majority of the chores, we request that our guests please:

- Please leave all linens and towels in place on beds and in bathroom prior to departure
- Wash all dishes and return them to their original locations
- Place trash and recycling outside in the appropriate receptacles
- Likewise for any and all dog waste (please bag it!)
- Garbage day is early Monday and we will put can out that morning to avoid any bear incidents.

## CLEANING FEE

This non-refundable fee of \$110 goes to the housekeeper to maintain a high standard of cleanliness. This includes disinfecting and scouring the bathrooms and kitchen, door knobs and handles, and all frequently touched items with Clorox solution, washing all bed linens and towels, cleaning out the fridge, wood stove, and BBQ, and mopping, dusting, sweeping, or vacuuming all surfaces. If you find any problems on your arrival, please let us know immediately.

## SECURITY DEPOSIT

The \$250 security deposit is collected to cover damage to the premises, excessive cleaning, missing inventory, dog waste pick up, and extra trash removal. The deposit will be returned in its entirety if the home is left as you found it. We do expect some breakage (e.g. wine glasses) and will not charge you unless the breakage is excessive. Please let us know if we need replacements. Refund checks will be mailed to the person and

address on record for the reservation or VRBO will reverse credit card charges.

#### CHECK OUT

Check out time is 10am. Please honor that time out of courtesy to the next guests who may be you one day.

Shut all doors and windows

Turn off all lights and appliances

Please double check that cooking stove is completely off

Lock house as you leave

Any items left behind will be shipped at your request

#### NO SMOKING

Please do not smoke in the house. If you or other guests do smoke outside, please appropriately dispose of the butts. DO NOT toss them on the ground, into the shrubbery, or onto the street. If you do so, a portion of the security deposit will be used for cleanup.

#### DOGS

We love and welcome well-behaved dogs into our home. There is no extra charge for them accompanying you to McCloud. Both the front and back yards are fenced. We do ask that you pick up after them. Bags, scooper, and hand sanitizer are supplied. Please seal the bags and deposit waste in the garbage can before leaving. There is a bottle of Resolve and towels above the washer for any inside cleanup. If you are going to be leaving the dogs at the house alone, they must be crated. Please leave barkers, diggers, chewers, and scratchers at home.

#### SNOW

If your stay is during the winter, please be aware the roads are plowed when the snow starts to accumulate (2 to 4 inches) and vehicles may need to be moved to avoid blocking the snow plows. The firehouse across the street has parking areas that can be used although this area is plowed too and is only a temporary solution. Rainbow House is not responsible for any damage to vehicles. Please be cautious.

Highway 89 and Interstate 5 are well maintained but, when winter storm warnings are in effect, these routes may be temporarily closed. Prepare ahead of time. Carry chains and bring adequate supplies.

#### QUESTIONS?

If you have any questions about the home that we have not covered above or for availability and reservations, please contact [mimi@shastarainbowhouse.com](mailto:mimi@shastarainbowhouse.com) or 541-999-8321