

Sunriver Resort
Home and Condo Reservation Policies

Sunriver Resort offers hotel and 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:

Taxes and Fees: A 9% tax charge and 15% resort fee will be added to your room rate. A voluntary donation of \$2 per night will automatically be added to your bill to support the National Forest Foundation 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. Vacation Rental Homes/Condos have a non-refundable cleaning fee in addition to the rental amount.

Deposits: Vacation Rental Homes/Condos: A deposit equal to 2 nights is charged at the time of booking for a reservation made more than 45 days prior to arrival. The balance of your total stay is due 45 days prior to your arrival date. The balance will be charged to the credit card on file. The total reservation stay amount will be charged if reservation is booked within the 45 days prior to arrival. If Guest's credit card is declined and/or payment is not received within 45 days prior to Guest's arrival date the reservation will be cancelled and any payment made will be forfeited. Once we receive the full payment for your stay a final confirmation will be emailed to you.

Cancellations: Vacation Rental Homes/Condos: Cancellations made more than 45 days prior to arrival will be charged a \$50 handling fee. Cancellations made within 45 days of the arrival date will be charged the entire stay amount, less tax & assessment, resort fee, and cleaning fee. Guests are responsible for all rent and fees for the entire length of stay that was confirmed, regardless of the actual arrival or departure date. There will be no refunds for "no shows" or early departures. Changing accommodations within 45 days prior to arrival would be treated as a cancellation.

Credit Card Required: Guest must present a valid credit card upon check-in. Guest authorizes Sunriver Resort to charge the credit card 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. Debit cards are handled like a credit card and your bank may hold funds on an authorization.

Mailing Checks: You may send a check in advance to: Sunriver Resort, PO Box 3609, Sunriver, OR 97707. Please put name & confirmation number on your check.

Unit Assignment: Each vacation rental home and condominium is an independently owned, private residence. If we are unable to accommodate you in the specific unit assigned, you will be offered alternate accommodations. If you are not satisfied with the alternate accommodations you will be allowed to cancel your reservation without penalty, and all deposits will be returned to you.

Check-In and Check-Out: Check-in time begins at 4:00 p.m. During busy seasons, the property may not be available until 6:00 p.m. Check-out time is 11:00 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 properties designated as "pet friendly." A \$75 pet fee is required, per reservation. 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.

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.

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.

Excessive Noise and Unruly Behavior: Guests must respect the peace and tranquility of our community. 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. 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 vacation rental 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.

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. 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 keys will be returned to the Sunriver Resort Front Desk. A fee of \$50 will be charged for any key(s) that are lost or not returned. All guest personal items will be removed.