

Rental Policies

ACCOMMODATIONS: Every home is privately owned and reflects the owners' individual taste and requirements. Decor, furnishings, and appliances vary and may be changed without notice.

Neither The Redwoods nor the owners shall be responsible for providing any additional furnishings or appliances not presently in the unit. Please do not remove furnishings or kitchen items to another home.

CANCELLATIONS: Should a reservation be cancelled prior to 30 days of arrival, your deposit less a \$75 processing fee will be refunded. Once you are within the 30 day cancellation time frame, cabin changes and date changes (including dropping nights) are not allowed and the deposit is non-refundable.

CRIBS & HIGHCHAIRS: Available at \$10 per item per reservation, with advance notice.

DEPOSITS: Reservations are secured by deposits paid at the time the reservation is made. Deposits will be equal to 50% of total charges for the reservation. Reservations without timely deposits will be canceled without notice. (we accept all major credit cards)

DAMAGE PROTECTION PLAN: A \$39 non-refundable fee is charged on each reservation. The Rental Unit Damage Protection plan covers unintentional damages to the rental unit interior that occur during your stay (provided they are disclosed to management prior to check-out). Any damages that exceed the \$1,500 maximum policy 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 \$1,500. Certain terms and conditions apply. Full details of the Rental Unit Damage Protection coverage are contained in the Certificate of Insurance or Insurance Policy. By submitting payment for this plan, you authorize and request insurance provider to pay directly to The Redwoods In Yosemite any amount payable under the terms and conditions of the Rental Unit Damage Protection. You must contact The Redwoods In Yosemite a minimum of 30 days before Check-In and pay \$1,000 Security Deposit at Check-In if you wish to opt out of this plan.

QUIET HOURS: 10:00 pm to 7:00 am. Quiet hours are strictly enforced. Your courtesy is appreciated by your neighbors.

FUTURE RESERVATIONS: Reservations can be made up to one year in advance in person or by telephone.

HOUSEKEEPING: There is a non-refundable cleaning fee to ready your home for arrival (all homes are cleaned and readied between checkout and check-in). At checkout we ask that you wash your dishes, place your towels in the shower or tub and remove your trash to a nearby dumpster. Excessive cleaning after departure may result in additional charges.

MAID SERVICE: If you would like maid service during your stay, notify our front desk in advance of your arrival. There will be a daily charge (dishwashing is not included) for this service.

INTERNET: Wi-Fi access is available in most homes as well as in and around our Lobby/Events Center. Please do not use the Redwood's internet connection to illegally download copyrighted content. Copyright infringement is illegal and the Redwoods will assist the authorities with investigations of such cases.

LATE ARRIVAL: For arrival after closing, follow the map to the office. A late arrival packet with your name on it will be placed in a box on the front porch of the office. This will contain the cabin keys and directions for finding your cabin.

LAUNDRY: Coin-operated washers and dryers are available at The Redwoods office during office hours.

LINEN EXCHANGE: Upon your arrival, beds will be made and bathroom linens provided for the number of expected guests. If during your stay you need more bed, bath, or kitchen linens, a linen exchange is available during housekeeping hours (8:00 am to 5:00 pm) in the laundry room accessible through the lobby.

LOST & FOUND: We make every effort to locate and return lost items but cannot be responsible for items we do not find. If we find an item that you have left behind we will return it to you (shipping cost may apply).

MAINTENANCE & REFUNDS: We make every effort to ensure the appliances in your home are in operating condition and ask you to report any problems as soon as they are discovered. Our on-site maintenance department will make every effort to correct the problem; however, at times we must wait for parts or outside service. Refunds will not be made for inconvenience due to mechanical failure of appliances.

MINIMUM STAY: There is a 3-night minimum stay during Peak and Holiday periods and a 2-night off-peak minimum stay.

PETS: Only 2 pets per cabin are allowed. Please specify your need for a pet unit when you make your reservation. There is a \$25 charge per pet per night. We cannot allow pets in non-pet homes. Pets may not be left alone in a cabin for more than 2 hours daily.

MAXIMUM NUMBER OF PEOPLE: Please notify us before arrival if you have a change in the number of guests in your party. Each home has a maximum occupancy limit which is determined by the County of Mariposa. Please do not ask us to exceed the posted limit for that cabin, as we are required to enforce the terms of our rental permit. Any party exceeding the maximum occupancy limit is subject to immediate eviction without refund.

RV HOOKUPS: Hookups to RV's are not permitted. RV's may be parked at the home if that is your form of transportation and if there is room at your cabin to do so. However it cannot be used to house additional persons.

SUBSTITUTION OF UNIT: We reserve the right to substitute comparable accommodations without notice or liability should your assigned home become out of order.

WEATHER & WINTER CONDITIONS: Yosemite experiences all four seasons which bring occasional stormy weather and power outages. Winter driving conditions can exist from November to April, and you are required to carry tire chains during those months (even on 4-wheel drive vehicles). There will be no refunds due to inclement weather or power outages.

FIREPLACES: Most homes have fireplaces or wood burning stoves, and firewood is provided. We ask that you burn a fire only during those times you will be in the home to monitor and enjoy it. No fireplace or stove burning is allowed in June, July, August, or as conditions warrant.

OFFICE HOURS:

Summer Hours 8.00 a.m. to 6:00 p.m. Monday-Sunday

Winter Hours 8:00 a.m. to 5:00 p.m. Monday-Sunday

CHECK-IN & CHECK-OUT: Check-in time is 4:00 p.m. or later. Check-out time is 10 a.m.; late checkouts may be charged a half-day rate. Refunds will not be made for early departure.

WARNING: Use of any hot tub, and/or fireplace carries risk that may result in serious injury or death. **NO CHILDREN UNDER THE AGE OF 12 ARE PERMITTED TO USE THE HOT TUB AT ANY TIME.** The American College of Obstetricians and Gynecologist (ACOG) state that becoming overheated in a hot tub is not recommended during pregnancy. Elderly persons and anyone subject to heart disease, diabetes, low or high blood pressure, strokes, epilepsy or similar afflictions should not enter the hot tub without consulting their physician. Never use a spa while under the influence of drugs or alcohol or if you are taking medications of any kind, or being treated for any illness. The spa should be kept at a temperature less than 104 degrees for personal safety and all bathers must shower before and after use to decrease the possibility of skin problems. **DO NOT SIT OR WALK ON THE SPA COVER,** or it will collapse. Supervise children at all times to decrease risk on injury, death or drowning.