

Lodging In Ruidoso Vacation Rentals
220 Lookout Drive, Ruidoso, NM 88345
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RENTAL AGREEMENT

We are very happy that you have chosen to stay in a privately owned Lodging In Ruidoso vacation rental.

We know you will enjoy your stay and will want to book all future reservations with us.

PLEASE READ THIS AGREEMENT THOROUGHLY BEFORE SIGNING.

CHECK-IN INFORMATION WILL NOT BE PROVIDED UNTIL WE HAVE THIS SIGNATURE PAGE BACK.

I acknowledge that I am responsible for the condition of this privately owned property during my stay. If I, or any member of my party, causes any abuse, mess, damage, or theft in this Lodging In Ruidoso vacation rental, including common areas, hot tubs, pools, etc., I authorize Lodging In Ruidoso to charge my credit card for all damages, fees, etc.

I also acknowledge that if the damage/abuse/theft is deemed by management to be intentional, OR, if management co., is unable to process my credit card for the full amount of the damage/mess, the police will be called and the credit card holder will be prosecuted to the fullest extent of the law.

Hot tub/Pool Regulations:

Children under the age of 14 will have a parent or responsible guardian with them at all times, including vacation rental, swimming pool, common areas, lobbies, etc.. Children under the age of 14 are not allowed in hot tubs, no exceptions. _____ Please initial here.

NOISE RESTRICTIONS:

*Guests will, **AT ALL TIMES**, keep noise in and around their vacation rental and all common areas, at levels so as not to disturb ANY person, anywhere. Village Curfew is 10:30pm. ALL noise travels far in the mountains. If management company receives a complaint, we will attempt to call the number we have on file. If you do not answer the phone number we have on file, the authorities will be called. If the authorities are called, you will be asked to vacate the property immediately. There will be no refund. The Village and the County are, rightfully so, becoming very strict about ALL complaints regarding vacation rentals and noise, trash, etc..*

No second chances on this. _____ Please initial here.

All reservation monies are due 30 days prior to arrival. Any reservation that still has a balance less than 30 days from arrival is subject to cancellation if management needs the unit to fulfill another reservation. Please mark the due date on your calendar. You are responsible for making sure your balance is paid on time.

If, during any portion of the payment process, (initial deposit -> final payment), your credit card is declined, we will advise you once via phone call/voicemail, (email, if you are out of the U. S). At that time, you may either provide another card by the end of business that day, or surrender the reservation. If we must process more than two different cards for your reservation, an additional \$25 processing fee will apply. If we must process more than three payments, an additional \$15 processing fee will be added to each additional payment.

There is a minimum \$50 Cancellation Fee for ALL cancellations. During holidays, or peak seasons, there will be no refunds for cancellations fewer than 30 days prior to arrival date.

Children under the age of 14 will have a parent or responsible guardian within their line of sight at all times, including vacation rental, swimming pool, common areas, lobby, etc., when on/in any Lodging In Ruidoso managed property. Children under the age of 14 are not allowed in hot tubs, no exceptions.

Children up to 2 years of age may sleep with a parent. Children 3+ years of age must have their own sleeping space, (bed, or sleeper sofa).

SECURITY DEPOSIT: At this time, we are only requiring a deposit when booking a pet-friendly unit.

However, the following actions by any member of your party, (including children), will result in additional charges to your credit card:

Smoking — All Lodging In Ruidoso properties are non-smoking. Any indication that a guest has been smoking indoors, has thrown smoking materials on the ground outside will result in a \$300 charge to your credit card.

If there is not a local/state mandated burn ban in place, you may smoke outside. Please provide your own ashtray, smoke at least 20 feet from any doors or windows, ensure that all smoking materials are completely extinguished before you walk away from them.

Guest agrees to keep the unit in a clean, safe condition, place all trash in the dumpster and wash all dishes upon departure. Any need for housekeeping or maintenance, inside or out, beyond what would be considered "normal" will result in additional charges. Please just treat our property the way you would like us to treat your home.

Trash and/or smoking materials thrown or left on the ground, or around your nightly rental will require additional time from housekeeping/maintenance. You will be charged for this. Again, this includes cigarette butts/smoking materials. Please check to see that children have not left trash or personal belongings around your unit, or around the property. DO NOT leave trash outside, or you could find yourself face to face with an animal not as friendly as you.

Linens - Using towels/washcloths for anything other than bathing ruins them. If you need towels for cleaning your skis, shoes, windshield, dog, or for any purpose other than bathing, you will find cloths for that under the kitchen sink or above the refrigerator. If you use the guest bath towels and they become stained, you will be charged for their replacement. Likewise with kitchen towels/cloths, bed linens/blankets.

Pets – Only a few of our units are pet-friendly. You **must** reserve a pet-friendly unit if you intend to bring a pet. There is a pet fee of \$50 PER PET as well as a full-refundable pet deposit of \$250 that will be refunded post-checkout walkthrough. This is not just a suggestion. If you bring a pet into a unit that is not pet-friendly, or do not let us know that you have a pet in a pet-friendly unit, you will be asked to leave and there will be **no refund**.

Please bring something for your pet to sleep on/in and make sure all dog hair is picked up before you check out. If housekeeping has to spend additional time removing any amount of pet hair from furniture, floors, etc., or cleaning up inside/outside pet waste, you will be charged for their additional time with a one hour minimum of \$25. If floors must be shampooed because of pets, that charge will be passed on to you.

Any damage, or mess, anywhere, by a pet in your party will be charged to you.

Pets must be kept on a leash **at all times** when outside. Pets shall not be left unattended without being kenneled/crated. **No exceptions.** No pet will be left for more than 3 hours at a time in a unit – even crated, **no exceptions.** If any pet is left in any vehicle, the windows will be broken to remove it and the police will be called.

Charcoal Grills and Fire Pits - never going to happen. Don't even ask. Use of these items will result in your departure with no refund. **No exceptions.**

Fireplaces - ONLY seasoned **firewood** that is cut to fit these woodburning fireplaces is to be used.

Always keep the screen in place when you are burning a fire so popping embers do not burn the flooring. Do NOT clean out the fireplace yourself, or remove ashes from the fireplace. If your fireplace needs to be cleaned, call the management office to have someone clean it for you.

*Never put anything in **gas log fireplaces**.* It will destroy them and the credit card on file will be charged for repairs.

Check In: is 3:00 pm. or later.

Check Out is no later than 11:00 am. If you require late check out **and** it is available it **must be arranged at least 24 hrs in advance.** If you are more than 15 minutes late checking out you will be charged \$25/ hour with a one hour minimum. At 1:00pm, you will be charged another night, as housekeeping will not have time to make the unit ready for the next guest check-in at 3:00. If guests leave items behind and request to have them shipped back, there will be a fee of \$25.00 plus shipping expenses to ship out. If you carry an account with Fed-Ex, UPS, USPS, or other means of deliveries, we will still charge \$25.00 for services to ship. We use our time, our materials, our fuel to collect your items, package, and a trip to drop off at these places for your delivery. Please do your due diligence to not leave items behind. **NO EXCEPTIONS!**

Burn Ban - If there is a Burn Ban in place there shall be NO use of outdoor grills of any kind, and no fires in

fireplaces. This is for YOUR safety and the safety of our forest and our village. Non-compliance could result in expensive fines from the Ruidoso Police Department, and shall result in your immediate departure from the property with **no refund**. This is just common sense stuff. High winds = no flames, no sparks, anywhere, including a fireplace.

Number of Guests - For your safety in the event of an emergency, we must know **exactly** how many guests we have on the property at all times. Please state the number of adults and children in your party when making reservations, as well as the number of pets. If there is available bed space, or sleeper sofa space, in your vacation rental and you wish to increase the number of guests staying in your vacation rental, please inform us. For clarity - every person over the age of 2 must occupy a designated sleeping space. Children under 3 may sleep in a portable crib if you bring one.

We do not have them available.

Maximum Capacity - is mandated by Village Ordinance and Fire Marshall to be the number of actual sleeping spaces, which is **never** to be exceeded. At no time are air mattresses permitted, nor is it acceptable to sleep on floors or any furniture that is not intended as a bed. Misrepresentation of the number of occupants in your unit could result in your being asked to depart the property with **no refund**.

Furniture - If you move any furniture around, please return it to the way you found it. If housekeeping has to spend extra time rearranging furniture, you will be charged for their extra time.

A starter supply of **paper and select soap products (ie. handsoap, dish soap)** has been supplied in each unit. If you require more than has been supplied, there are a couple of close convenience stores nearby, or a couple of larger grocery stores. Just ask us and we'll point you in the right direction.

Disclaimer: Not all Lodging In Ruidoso vacation rentals are air conditioned, as most buildings in this mountain area are not. The temperature in the couple or three weeks leading up to monsoon season, (monsoons usually begin late June/early July), can get quite warm during the day. It does cool off at night. Most of us open our windows in the evenings and let the 7,000 foot elevation do its thing for the temperature. If you feel you will need cooler sleeping weather, you should plan to bring a fan.

Thank you for taking the time to read/sign/return this to us promptly to reserve your Lodging In Ruidoso Experience. If there's anything we can do to make your stay more pleasant, please do not hesitate to ask.

By signing this document and returning it to Lodging In Ruidoso, I affirm that I understand and acknowledge all elements of this 3 page Rental Agreement and will abide by it.

Name of Responsible Party - Print

Phone # - Email Address

Signature of Responsible Party

Lodging In Ruidoso

575 973 4130

LodgingInRuidoso.com

lodginginruidoso@gmail.com

Cancellation Policy

When booking reservations over 30 days prior to your check-in date, a 25% deposit is due. This 25% is required to add your reservation to the calendar to hold your place. If booking less than 30 days prior to check in, a full payment is required.

30 days prior to your scheduled check-in date, 100% of the total reservation cost must be paid. **There are no refunds after this date.**

If you need to cancel your reservation for any reason, you must do so prior to 30 days before your scheduled arrival. There will be a \$50 charge for any cancellations.

If you are within 30 days of your scheduled check-in date, no cancellation/refund will be allowed. However, if you are within 30 days of your scheduled check-in date and plans have changed, you can request to move your reservation dates up to 6 months out, not including holidays (New Years, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas).

By my signature below, I acknowledge that I understand the terms and conditions of the Cancellation Policy stated above.

Printed name of Guest

Signature of Guest

Property Name and Reservation Dates