

TERMS *and* CONDITIONS



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.



CHECK-IN & CHECK-OUT

Check-in time is no earlier than 4:00 PM. This time may be delayed should unforeseen circumstances arise. Check-out time is 10 a.m. Late checkouts may be charged a half-day rate. Refunds will not be made for early departure.



CANCELLATIONS

Should a reservation be cancelled prior to 30 days of arrival, your deposit less a \$150 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.

Our cancellation policy is strictly enforced for circumstances beyond both the company's and guest's control, including wildfires, smoke, air quality issues, adverse weather, guest health or family emergencies, challenging road conditions, power outages, government shutdowns, and canceled flights.

We strongly recommend purchasing travel insurance during the booking process to safeguard against unforeseen events, as mentioned above.



DAMAGE PROTECTION PLAN

The Damage Protection Plan costs a non-refundable fee of \$99 per reservation. It covers unintentional damages to the rental unit interior during your stay, as long as they are disclosed to the management before check-out. If the damages exceed the maximum limit of \$3,000, the excess amount will be charged to the credit card on file.



LAUNDRY

If your cabin is not equipped with a washer and dryer, The Redwoods offers complimentary Washers and Dryers, which can be used during office hours for guests of The Redwoods only. Please bring your own detergent and fabric softener, and make sure to start your last laundry load no later than 2:30 p.m. in order to be finished by closing time. *Thank you!*



QUIET HOURS

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



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 red box on the front porch of the office. This will contain the cabin keys and directions for finding your cabin.



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 cancelled without notice. Your final payment will automatically be taken 7 (seven) days prior to your arrival date. (we accept all major credit cards)



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. **Internet and TV services are offered solely for convenience and are not an essential part of this agreement. No refunds will be granted for service outages, content availability, speed, access issues, lack of user knowledge, or personal preferences related to the service.**



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 check-out 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.



CRIBS & HIGHCHAIRS

Available at \$20 per item per reservation, with advance notice.



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

Management is not responsible for lost, stolen, or abandoned items. We will make reasonable attempts to contact the Guest for item return. However, should the Guest request the return of found items, there will be a \$35.00 handling fee in addition to shipping costs. Management is not liable for the condition of these items.

✂ MAINTENANCE & REFUNDS

Though we make every effort to ensure that water, sewer, septic, electrical, gas, plumbing, mechanical, appliances, heat pump, ventilation, pool, hot tub, or structural systems work properly, the property owner and Management cannot be held liable for any damages, and no refunds will be issued for such failures. However, Management will endeavor to promptly repair or replace the failed system or equipment. In such circumstances, the Guest agrees to grant Manager or its service provider reasonable access to the property for inspection and repair purposes.



MINIMUM STAY

There is a 3-night minimum stay during **Peak** and **Holiday** periods and a 2-night **Off-Peak** minimum stay. **Minimum stay periods are subject to change.**



PETS

Only 2 pets per cabin are allowed. Please specify your need for a pet unit when you make your reservation. There is a \$60 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. Cabin damages caused by your pets are not covered by the damage protection plan, and you will be responsible for the entire damage repair cost.



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. We suggest not bringing RVs to your cabin as the roads are narrow and there is lack of parking space. Most driveways in Wawona cannot accommodate RVs.



TAXES

Mariposa County **TOT** and **TBID** taxes subject to change.



UNAVAILABILITY

If, due to reasons beyond Management's control, the rented cabin becomes unavailable, Management reserves the right to either provide a similar unit as a substitute or cancel this Agreement, refunding all payments made by the Guest in full.



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.



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.



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.



UNFORESEEN EVENTS

Management cannot be held responsible for any loss, damage, or inconvenience arising from factors including, but not limited to, weather conditions, natural disasters, pests, construction, acts of God, or other uncontrollable circumstances. Refunds will not be provided in such situations as they are beyond Management's control. We strongly advise Guests to consider obtaining travel and/or rental insurance.



OFFICE HOURS

Daily from 8:00 a.m. to 5:00 p.m.

