



## **Adventures at Serendipity**

### **BOOKING POLICIES AND RESERVATION AGREEMENT MOUNTAIN HOME AND GUEST STUDIO**

Please read it in its entirety. Requested information is time sensitive and failure to respond could result in the loss of your cabin reservation.

**PLEASE SIGN, AND SEND BOOKING FORM (SEE LAST PAGE) TO RESERVE YOUR DATES.**

### **CHECK IN:**

Check in is **4:00 PM**. We are sorry, but **no early arrivals will be allowed access to the house without 48 hour notice and permission due to safety and liability reasons**. If you have any questions or concerns please contact Colleen on her **Verizon mobile, (626) 482-7900**. Leo Johnson of Renegade Jane's, has local oversight of our property. He has a record of your visit and is available for any questions or help during your stay. Leo's mobile phone number is **(970) 426-2527**.

### **ACCESS TO OUR HOME:**

We have a lockbox located at the house for easy entry. If you arrive after dark the front porch light should go on as you step on the porch; however a flashlight will definitely be helpful. We will send you the security code and directions for entry following full payment.

**Note: We will send you a confirmation, directions to the Cabi, and arrival information once your reservation is paid in full.**

### **WINTER DRIVING:**

In winter months we always advise you bring snow chains or cables, have snow tires and/or knowledge of how to drive in snow and ice conditions. Our POA plows our roads daily when we have 4"-6" of snow fall and they apply sand to icy areas as needed, In addition, we have a private plow and shovel service to plow our driveway, walkway and deck. This service also plows our neighbors' driveway which guests are allowed to **park in with advance permission**. Nevertheless, be aware that you are at 8000 feet in the Colorado mountains and we occasionally receive snow falls of several feet over 48 hour periods. We cannot assist you with access if you arrive unequipped to drive our roads and need towing service. **Please have AAA road service or other service to assist you should you need travel assistance.** Also be aware that

during heavy snow events the plowers may be delayed and the roads may be difficult or closed temporarily (this includes occasional closure of highway 160 to Wolf Creek ski area). Always check weather and road conditions before coming to Pagosa in winter months and be prepared for travel.

### **CHECK OUT:**

Check out time is **10:00 AM**. Late checkout is not allowed without prior approval and cannot be allowed when the cabin is booked the same day, because the cabin must be cleaned and linens washed in time for the next guests. Please be courteous of this tight schedule and check out promptly or inquire about late checkout in advance.

**When checking out, please leave the keys on the dining table and lock the cabin.** The property managers will put the keys back in the lock box and inspect the cabin after 10 AM. Leave all used linens on the floor for the cleaning people. **Please put your trash in sealed trash bags (provided) and place in the trash bins inside the garage. Be sure to close garage doors so bears and other critters cannot get into the trash.** If you have any questions about trash or check out procedures please call **(970) 426-2527, or (626) 482-7900**. If you mistakenly take home a key, a \$5.00 replacement fee will be deducted from your refundable security deposit.

### **OUTDOOR ACTIVITIES AND FUN THINGS TO DO:**

Please refer to the black notebook in the cabin for information about skiing, fishing, hiking, dining, four-wheeling, horseback riding etc. Please sign the guest book and include any comments or suggestions, or email us after your stay with any comments for our online guest book.

### **TRASH:**

When trash is full please place sealed bags in the trash bin in the garage with lid closed. Do not leave your trash outside as we have bears and other critters that will open the bags and may also attempt to come into the cabin for more yummy trash.

### **CABIN ESSENTIALS ARE STOCKED:**

The cabin is fully furnished with linens, cookware and dishes. We stock toilet paper, and a roll of paper towels, laundry and dish soap and extra trash bags (in trash bins or under the kitchen sink). We also provide bath soap or gel, enough to get you started. Additional or specialty items for your stay are up to you.

### **SNOW PLOWING:**

If there is a plow-able snowfall (4 inches or more), the streets will be plowed by the homeowners association and the driveway and walkway will be plowed by our private

plower. Please be patient in big snow falls as it takes most of the morning to get all roads and driveways cleared. If you have any snow plow questions, call Leo Johnson at **(970) 426-2527, or Colleen at (626) 482-7900.**

**SNOW SHOVELING & SNOW MELT:**

For your convenience there is a snow shovel in the garage and snowmelt granules in a bucket on the front porch. These may be sprinkled on the steps and walkways when icy.

**FURNITURE:**

If you feel it is necessary to rearrange furniture during your stay, please return it to its original position. Our cleaning crews are not able to move furniture. **If a handyman has to be called to put furniture back in its place there will be an additional charge.**

**KITCHEN NOTES:**

**Please do not put any oil or grease of any kind into the kitchen sink drain.** Cool grease and pour into the trash. **Any grease will freeze and clog the drains.** If you have any plumbing problems please contact Leo Johnson at **(970) 426-2527, or Colleen at (626) 482-7900** as soon as possible.

**GAS LOG STOVE: Operated by the wall thermostat is the heat for the entire house.** There is also a baseboard heater in the downstairs bedroom. All other baseboard heaters have been disconnected as they are not needed and lead to unduly high electric charges. During the winter months please leave the thermostat at **55 degrees** upon your departure or when leaving the cabin for an extended time and turn off all floor or space heaters. **DO NOT TRY TO OPEN THE GAS LOG STOVE.** Do not put wood into the stove. **CAUTION: The gas log stove exterior gets extremely hot (as with most heating units) so please keep all fabrics and other flammable items at least 1-2 feet away from it and do not lay any flammable items, jackets etc. on the hearth next to the stove to try and dry them. They will quickly melt!**

**NUMBER IN PARTY:**

Additional guests other than noted on the reservation must have prior approval.

**NON SMOKING:**

The cabin is non-smoking. Anyone smoking in the cabin will be asked to leave. Payment for the stay WILL NOT be refunded and you will be charged \$25 for ozone treatment and any necessary extra cleaning. Smoking is only permitted outside and

littering is not allowed. **Because of the fire danger, if cigarette butts are found outside after your departure your entire security deposit will be withheld.**

**Please note we are in a high fire danger area.**

### **DEPOSIT AND CANCELLATION:**

A deposit payment of 50% of the total booking charge is due within 3 days of the booking date (booking date is when we receive the signed booking agreement from you). 100% of the rental fee is due if you book the cabin less than 45 days prior to your check in date.

**Make check, cashier check, or money order payable to: Colleen Doan. We also accept Zelle, Venmo @Colleen-Doan-1, and Paypal.**

The security deposit is due with payment and will be refunded within 30 days from check out date, if there has been no damage and/or no furnishings are missing, and no rules have been broken during your stay.

The cabin is checked after each stay. **If you find something broken or damaged when you arrive, you must contact us immediately. Make any reports to Leo Johnson at (970) 426-2527, or Colleen at (626) 482-7900.** If you do not do this, you may be held responsible for the damage and some or all of your security deposit may be withheld.

If the carpets need to be cleaned after your stay, a carpet cleaning charge will be deducted from your security deposit. **We highly recommend removing shoes at the entryway.** This is especially important in spring and during rainy times.

Your final payment is due 30 days prior to your arrival date **except for Winter Major Holidays (Xmas and New Years) which have a final payment due 60 days prior to arrival date.** Payments can be made electronically using Zelle, Venmo @Colleen-Doan-1, or Paypal. We also accept payment via snail mail using check, cashier's check, or money order. Please indicate your preferred method of payment on the Booking Agreement form. If a credit card payment is preferred. **We will email a payment request to you through Serendipity's secure online PayPal account.**

### **RESERVATIONS ARE NON-REFUNDABLE WITHOUT A 60 OR 90 DAY NOTICE:**

Notice of cancellation must be written, and mailed, faxed or emailed to **Colleen Doan at her email which is [codopagosa@earthlink.net](mailto:codopagosa@earthlink.net) or texted to 626-482-7900.** Notice must be received at least 90 days prior to arrival date for winter Major Holidays and 60 days prior to the arrival date for all other times. Telephone messages are not acceptable.

***If you cancel 90 days for winter holidays, or 60 days for other arrival date, or more prior to your arrival date, you will only be charged a \$50 cancellation fee.***

**We realize emergencies happen and if there is a cancellation either 90, or 60 days or less before your arrival date, we will refund any portion of the stay that we are able to re-book and if desired we will work with you to reschedule your stay. If there are COVID19 cancellations due to State or County regulations we allow you to reschedule to future time at no cost.**

**EARLY DEPARTURES:**

We do not refund any portion of the rental fee should you have to leave early.

**TO BOOK YOUR STAY PLEASE FILL OUT FORM ON FOLLOWING PAGE AND EMAIL OR MAIL TO: Colleen Doan, Adventures at Serendipity:**



**PLEASE SIGN & FILL OUT FORM BELOW TO ACCEPT THIS AGREEMENT AND EMAIL or MAIL TO:**

**Colleen Doan  
422 Gerona Avenue  
San Gabriel, CA 91775  
Phone (626) 482-7900  
E-Mail: [codopagosa@earthlink.net](mailto:codopagosa@earthlink.net)**

**Website [www.pagosacabin.net](http://www.pagosacabin.net), or [www.pagosacabin.com](http://www.pagosacabin.com)**

**MAKE CHECKS PAYABLE TO: Colleen Doan**

**Please Check:    HOUSE            STUDIO            BOTH**

**Signed: \_\_\_\_\_ Date: \_\_\_\_\_**

**Print Name: \_\_\_\_\_ I am a returning Guest**

**Address: \_\_\_\_\_**

**City, State, Zip: \_\_\_\_\_**

**Phone Number: \_\_\_\_\_ Cell Phone : \_\_\_\_\_**

**Email Address: \_\_\_\_\_**

**Total Adults in Party: \_\_\_\_\_ Total Children in Party: \_\_\_\_\_ Children's Ages: \_\_\_\_\_**

**Number of Pets: \_\_\_\_\_**

**Arrival Date: \_\_\_\_\_ Check-In Time: 4 PM**

**Departure Date: \_\_\_\_\_ Check-Out Time: 10 AM**

**Number of Nights: \_\_\_\_\_**

**How did you hear about us? (Check Box)**

- \_\_\_\_\_  VRBO.com
- TripAdvisor  HomeAway  Flipkey  Colorado.com  Pagosa.com  Smartpages.com  Google
- Wolf Creek Ski Web Site  Other

***I would like to pay by CHECK  CREDIT CARD  MONEY ORDER  ET(ZELLE,VENMO)***

---

**San Juan River Village Speed Limit is 15 MPH**  
**Please Respect our Neighbors & Comply with the Speed Limit**  
**Keep Noise to a Minimum when in the Village**  
**Thank You for Reserving Serendipity, We look forward to your stay!**