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Website address: www.jacobscreekcabins.com
Email address: rent@jacobscreekcabins.com

To: _____

Date: _____

This is to confirm your reservation for ____ night(s) from _____ to _____ for ____ unit(s). To guarantee your reservation, you have agreed to mail cashiers check/money order drawn on U.S. bank to our Canyon Lake office in the amount of \$_____ with balance of \$_____ due upon check-in. Credit card information will be required for cancellation policy purposes. Balance due must be in cash or by credit card.

You understand that if you should cancel your reservation on or before _____ you are entitled to a refund less \$30.00 administrative fee per unit. You further understand that if you should cancel your reservation on or after _____ you will forfeit your deposit as follows:

- **Weekly/Holidays:** amount of your deposit; except for no shows and cancellations of less than 72 hrs on weekly reservations; see below
- **Daily:** 1 (one) night deposit, except for no shows and cancellations of less than 72 hrs; see below

As a reminder, our cancellation and damage deposit refund policies are as follows:

Cancellation Policy (1 - 2 units)

- **14 days or more notice:** refund less \$30.00 administrative fee per unit or funds can be applied towards a future reservation. Re-booking must be within same season, for minimum nights required and can only reschedule once. \$30 administrative fee applies to all re-bookings and/or schedule changes.
- **13 to 3 days notice:** forfeiture of one night deposit per unit(s) or funds can be applied towards a future reservation, only if we are successful in rebooking your unit. If funds are applied towards a future reservation, your re-booking must be within same season, for minimum nights required and can only reschedule once. \$30 administrative fee applies to all re-bookings and/or schedule changes.
- **72 hrs or less notice and no shows:** your credit card will be charged the remaining balance of your reservation and no refunds nor credit towards future reservations will apply. It is recommended that you call our office on date of check-in if your estimated time of arrival will be after 6pm.

Cancellation Policy (3 - 8 units) and Weekly, Monthly & Holiday reservations

- **30 days or more notice:** refund less \$30.00 administrative fee per unit or funds can be applied towards future reservation, only if we are successful in rebooking your unit. If funds are applied towards a future reservation, your re-booking must be within same season, for minimum nights required and can only reschedule once. \$30 administrative fee applies to all re-bookings and/or schedule changes.
- **29 to 14 days:** forfeiture of deposit per unit(s) or funds can be applied towards a future reservation, only if we are successful in rebooking your unit. If funds are applied towards a future reservation, re-booking must be within same season, for minimum nights required and can only reschedule once. \$30 administrative fee applies to all re-bookings and/or schedule changes.
- **13 days or less:** no refunds and no credit towards future reservations.

Damage/Cleaning Deposit: \$250 damage/cleaning deposit per unit (larger deposit for reservations of 3 units or more) is required at check-in and refundable after unit has been thoroughly inspected, completely cleaned by cleaning crew, no damage is found, and all items on check-out list have been performed. Exceptions may apply when guest has used cash for damage deposit. Guests violating the no pets, no bonfires, no firearms/weapons, no fireworks, no smoking, quiet time and maximum occupancy policies will forfeit deposit and be asked to leave immediately. Cutting of trees, branches and/or bushes is strictly prohibited.

Please sign at the acknowledgement line and mail/fax back to our office. We look forward to your visit and thank you for the opportunity to have you and your family as guests at the Log Cabins at Jacobs Creek.

Guest Acknowledgement _____ Date _____