

2022 TERMS AND CONDITIONS

Stone Oak Manor General Important Info

20 guests max overnight and day use

5 bedrooms, 4.5 bathrooms; Sleeping arrangements: 8 Queen Beds, 2 Twin, 2 roll away twin beds, 1 twin daybed. 5 cars maximum on site at all times and must be parked only in designated parking areas. This reservation is for a Short Term Rental of the entire house, no food will be served during your stay, and no turn down service will be available during your stay. The house will be cleaned and disinfecting prior to your arrival and after your check-out. To avoid additional cleaning fees the home must be left in good condition. Additional fees will be charged if anything is damaged or needs to be replaced, or if any of the cleaning required is out of the scope of our usual cleaning regimen. No parties, gatherings, or outdoor amplified music such as a DJ, Karaoke, Microphones, etc.

CHECK IN AND CHECK OUT TIMES Check-in is at 2:00 pm | Check-out is at 11:00 am. Unless otherwise arranged with Stone Oak Manor, the 11:00am check-out time is crucial for the cleaning contractor to perform housekeeping duties. Late Check Out if available can be added for an additional \$100/hr and must be agreed upon in advance.

ACTS OF GOD & EMERGENCY EVACUATIONS Stone Oak Manor is not responsible for Acts of God that may affect your stay, including but not limited to wildfires, snowstorms, mudslides. **Winter Weather:** While snow is not guaranteed during the winter, Stone Oak Manor is located above the snowline, and we sometimes receive enough snowfall that roads will be closed for a short period of time before they can be cleared. In addition, chains may be required to drive into the Oak Glen Area during these times. All renters during the winter months should check the weather leading up to their stay and be prepared with chains in their car during their stay.

In addition, this home is surrounded by recent burn areas (Apple & El Dorado Fires) which means that we could be in danger of Mudslides and Debris flows that could cause Road Closures and Evacuation Orders which could affect reservations. Should any Act of God cause a cancellation of your reservation before your arrival you will be refunded the entire cost of your stay. Should an Act of God cause you to need to leave during your stay for your safety, Stone Oak Manor will refund the remaining nights of your stay. If a catastrophe (earthquake, flood, fire, or wild fire etc.) or any situation simply beyond our control impairs the vacation rental, Stone Oak Manor is not responsible for finding alternate lodging for the renter or for the renter's financial losses related to transportation or alternate lodging.

Covid-19: Due to the ongoing health concerns of Covid-19, and for the safety of ourselves and our Guests we are implementing additional cleaning measures between stays. We will be following all CDC guidelines including masks and social distancing when in contact with Guests for any reason.

NOISE CURFEW: No Parties or events permitted unless you've booked an event package in addition to your stay. If you have more than 20 people on site or host an event without a signed event contract, you will be asked to shut down your event, and may be charged for an event. Strict 9pm noise curfew Our cur Please be sure to keep noise at a reasonable level at all times out of respect to our neighbors. There is a mandatory noise curfew in Oak Glen after 9 p.m. on weekdays, and 10 p.m. on weekend nights. . Included in your rate is use of the site for 20 guests max, no additional guests are permitted to be on the premises during your stay. We ask that all outdoor noise is kept to a minimum, after 9pm you may be asked to move inside if noise is at a level which is disruptive to our neighbors.

CONDITION OF RENTAL: The house is fully equipped with linens, working kitchen, dishes and utensils and an initial supply of soap and paper goods. The property shall be in the same condition upon departure as at check-in. Normal wear and tear excepted. Owner or its agents may enter the property at reasonable times to make repairs or provide general maintenance as needed to maintain the quality of your stay. Guest may cook in areas specifically designated for cooking. Guest must immediately

notify Owner or agent of fire or other damage to property. Guest shall be liable for all acts of the family, invitees, employees, or other persons invited onto the property. Guest may not sublet or assign this rental agreement. Guest shall be responsible to return all keys upon departure. Guest shall abide by the House Rules as provided to Guest. Guests shall not bring any pets onto the property unless agreed to by Stone Oak Manor (See Pet Addendum Below). Guest will only smoke in the designated smoking areas on the premises, no smoking is permitted in the house per California Civil Code section 1947.5. A violation of this policy will result in an additional \$250.00 cleaning charge. No parties or events of any kind shall be allowed as part of this rental, (starting 2022 we will be permitted to host a limited number of events per year, please inquire about event fees, events will be approved on a case by case basis for an additional fee and spots are limited). Please inquire about separate event rental agreement by emailing StoneOakManor@gmail.com No catering or outside music permitted without prior consent, additional charges may apply. Guest understands that there are certain inherent risks to person and property located within a mountain region and heavily forested areas, including the possibility of wildlife such as bears, rattlesnakes, bobcats, spiders including black widows, ticks, and deer, as well as the possibility of fallen trees and other natural hazards. Guests agree not to leave food or strong scented lotions in their parked vehicle. Guest acknowledges that the owner would not rent the property unless the Guest accepted this condition.

NO PET POLICY

Due to our county health permits we are unfortunately not allowed to accommodate your pets during your stay at Stone Oak Manor. Exceptions exist for cases such as service animals and seeing eye dogs, However this is taken on a case by case basis and is required to be signed off on before your stay. Please email us at StoneOakManor@gmail.com before booking your stay. If an animal is seen in the unit by one of our staff during your stay and it has not been approved you will be asked to leave immediately and no refund will be given. If residue of an animal is found during our inspection following checkout you will be assessed a minimum \$250 cleaning charge.

ADDITIONAL POLICIES

Agent shall make repairs as expeditiously as possible after being notified by Renter. Agent and contracted repair professionals, shall have the right to enter said premises during reasonable hours to examine and make such repair(s) as may be deemed necessary for the safety or comfort of Renter. There will be no refund or rebates issued to Renter as a result of the repairs or time required to complete them. Should Renter breach any of the terms of this Agreement Renter shall be liable for all costs, damages and expenses incurred including reasonable attorney's fees. In the event that any actions or proceedings are initiated by either party with respect to this Vacation Rental Agreement, the parties agree that venue thereof shall be in the county within which the above described property is located within the State of California.

CANCELLATION POLICY

We understand that plans change and we try to be as flexible as possible. You may cancel any reservation up to 3 weeks in advance for a full refund (minus processing fees if applicable), and up to 7 days in advance for 50% refund (minus processing fees if applicable). No refunds will be given for cancellations made the week of your stay. For any events or additional cancellations refunds will be given on a case by case basis, minus deposits and time incurred for planning, meeting, tours and additional management fees.

PARKING POLICY

All guests must follow our parking policy which includes a maximum of five cars on site at a time. When arriving you may enter through the main gate and park 3-4 cars next to the manor to unload. At no time may guests park on the grass, or park in such a

way that would block access to the house and cause cars to drive on the lawn. Additional cars may park in our parking lot adjacent to the house. Additional cars may be added for a fee, but this must be discussed in advance.