



Rental Agreement

Check-In Procedures/Arrival and Departure Times

On the day of your arrival, you may proceed directly to your flat. Check-in is available after 4:00pm. Earlier check-in cannot be guaranteed, but may be possible based on availability. Check-out is 11:00am. Late check-out must be requested and approved, and may incur an additional fee.

Keys and Arrival Instructions

All maps and directions can be accessed on our website. You can find detailed rental instructions on our website www.cliffroseflats.com. A key for your rental can be found under the front door mat upon your arrival. There will be two additional keys for your use inside the unit. A lockbox is provided on each unit's patio should you accidentally lock yourself out. The lockbox code is printed on the rental confirmation.

Cleaning and Care of your Rental

Rental fees include routine cleaning once you have checked out. You are responsible for cleaning your own dishes. If you require added cleaning services during your stay, we can make arrangements for that to be done at an additional cost. During stays over seven nights, a weekly clean will be made at no cost, and will consist of new bedding, towels, vacuuming, and general cleaning. If your stay requires cleaning that exceeds customary time and labor, you will be charged accordingly. Management reserves the right to assess a Cleaning/Damage/Loss charge upon departure, if necessary.

Deposits/Payments/Cancellations

- A valid credit card guarantee, using Visa, MasterCard or Discover, is required at the time of reservation.
- A non-refundable booking deposit of \$50 is due upon reservation. Full payment will be charged 30 days prior to arrival.
- **Cancellation Terms:**
 - Reservations cancelled more than 30 days prior to arrival:
No additional charges will be made.
 - Reservations cancelled 30 days or less from arrival:
100% of rental charges are forfeited. If the unit(s) can be rebooked, a full or partial refund may be made.
 - No-shows and early checkouts will be billed for the entire reservation.

Occupancy

The Kayenta and Paradox are 1-bedroom flats that sleep up to three (3) people. This number includes all children above the age of two (2). Exceeding this number will result in an additional cost of \$150 per night, per additional person.

The Entrada is an efficiency flat that has been designed to meet the standards of the Americans with Disability Act (ADA), and sleeps up to two (2) people. Exceeding this number will result in an additional cost of \$150 per night, per additional person.

Children

While children are welcome, the flats are not childproofed. You agree to absolve Cliffrose Flats of any damages related to any injuries that may occur. In addition, you are responsible for supervising your child on the premises. If extra cleaning is required as a result of your child being at Cliffrose Flats, you agree to management charging your credit card on file for the extra cleaning. Cleaning is billed at a rate of \$50 per hour.

Telephone and Internet

There are no landlines in any of the flats. Your cellular phone should function normally. Internet service is available at no extra charge. Cliffrose Flats will do all it can to provide internet access, however, due to possible unforeseen conditions we cannot guarantee internet access. No refunds will be issued due to internet connectivity problems.

Items provided

Flats are equipped with basic necessities that include the following:

- Linens for all beds
- Bath towels, hand towels, face cloths, and kitchen towels
- Paper products including facial tissue, toilet tissue and paper towels
- Complimentary personal products including shampoo and soap
- Full kitchen flats have basic kitchen appliances; efficiency has a microwave, small refrigerator, and coffee maker. All flats have appropriate utensils.
- Full Kitchens include basic condiments

All you will need to bring are your personal items and food supplies

Pets

Pets are allowed in all flats with prior oral or written approval. All pets will be charged a pet fee. If you bring a pet into any unit without advising management beforehand, you will be charged a \$350 deep cleaning fee.

Pets are not allowed on the furniture and that they are free of mud, dirt, sand and burrs before entering any unit. Pets should be free of ticks and fleas. If the rented unit needs to be treated for either of these pests, you will be charged the treatment fee. You are responsible to pick up each time, and properly dispose of all pet waste.

You are responsible for your pet at all times. You are not allowed to use any unit as a “pet daycare facility.” If you use any unit as a daycare facility, you will be charge a \$350 deep cleaning fee.

If your pet causes any damage to the property, inside or out, you will be charged for the repair. In addition, if your pet is aggressive and attacks other pets or people on Cliffrose Flats property, you will be liable.

If your pet is determined to be a nuisance, for any reason, you will be required to place the pet in a kennel for the duration of your stay, or, you will be required to be with the pet 24/7, or, you will be asked to leave the property, forfeiting any and all rental charges for the reservation.

Smoking/Bicycles

Cliffrose Flats is a NON-SMOKING property. Smoking is not allowed anywhere on the immediate premises. There will be a \$500 fee charged for smoking in any Cliffrose Flat unit.

Bicycles are not allowed in any Cliffrose Flat unit. Secure bicycle storage is available in our bike storage room.

Minimum Reservations

A two-night minimum is required.

Please acknowledge acceptance of these terms and conditions on your reservation form on the Cliffrose Flats website.