



Casara Vacation Rentals

Rental Deposit: Reserving a home requires a deposit of 50% of the total due. We will charge your card upon making your reservation. If paying by check, deposits not received within ten days risk cancellation. The remaining balance is due 60 days before arrival and will be processed automatically and is at that point no longer refundable even if dates are shortened or canceled. We will send your final confirmation electronically unless otherwise requested.

Cancellation Policy: Cancellations made prior to 30 days before arrival are subject to a \$100.00 non-refundable fee. Cancellations made within 30 days of arrival require full forfeiture of rental amount. We reserve the right to cancel any reservation or substitute rental homes due to circumstances beyond our control. There are no refunds due to situations or occurrences beyond Casara Vacation Rental's control.

Minimum Nights: At certain times of the year, some homes and bookings require a stay of a minimum number of nights. We will contact you to discuss options should there be an issue regarding minimum night requirements after your online booking has been made. You may contact us at (800) 531-1130 should you have questions regarding any seasonal minimum night requirements.

Pet Fees: Pets must be declared when reserving a home or condo as not every home allows pets. A fee of \$15 per pet, per night will be charged, some restrictions apply. Homeowners and/or Management reserve the right to accept or deny pets.

Damages: Renting a home with Casara includes an optional \$55 - \$150 Accidental Damage Protection Plan cost, depending on the home. The plan covers certain accidental damages up to \$500. Damages in excess of \$500 to the rental home including, but not limited to, excess carpets spots, damage by pets, and/or a home left in unreasonable condition, are the financial responsibility of the registered guest. If damage does occur during your stay, you must report it even if it is included in the damage waiver.

Maximum occupancy: Limits are strictly enforced per Deschutes County code 5.12.020 & 5.12.060. If maximum occupancy is exceeded, you will be asked to vacate the property and forfeit any rental payments.

Registered Guests: Registered Guests must be 21 years of age or older. Subletting of a rental home is strictly prohibited. These rules, regulations and guidelines are subject to modification at any time without notification. Rates are subject to change. Any reservations made under false pretense will be subject to forfeiture of advance payment of rental deposit and the party will not be permitted to check-in.

Lost Keys and individual home amenities access passes: There is a \$25 charge for each key that is lost or not turned in upon check-out. Amenity access passes (laminated or electronically coded) must be returned to their hooks in the home or Guest will be responsible for cost replacement of lost amenity access cards.

Cleaning Fee: All units have a non-refundable cleaning fee. Please contact us upon arrival should you require further cleaning assistance.

Amenities & appliances: Individual home amenities such as hot tub, washer/dryer, appliances, audio/video equipment, etc. are subject to down time for repair or maintenance. Should there be a concern with any items upon your arrival, please call our office. We will make every attempt to repair or replace items as such that are in need during your stay. All items within the homes are inspected periodically. Items such as bicycles and hot tubs at homes are to be used at guest's personal risk. Such items are to be inspected by the guest prior to use. Guests are to report any needed repairs to such items. Cascara is not liable for and does not guarantee the quality or safety of bikes or other items provided at the property.

Check In/Out: Check-in time starts at 4:00 PM but is not guaranteed until 5. Check in time can be delayed due to any number of factors. Check-out time is 11:00 AM. There are no exceptions made during busy or holiday seasons unless previous arrangements have been agreed upon.

Smoking: All Cascara Vacation properties do not permit smoking inside the vacation homes or condos. This includes, but is not limited to tobacco, marijuana, vape pens, vaping, cartridges containing liquid nicotine, hookahs, cigars, or any lighted inhaled material. Any damage caused by smoking is 100% the responsibility of the guest on file. Sunriver is surrounded by the abundant wooded area of the Deschutes National Forest, which makes for a very high wildfire risk in the warm months.

According to Sunriver Owners Association Rules and Regulations:

Smoking of cigarettes, pipes, or other substances on or along any road, drive, lane (except within an enclosed motor vehicle), pathway, trail, or any SROA owned property is prohibited unless specifically permitted by signage.

Other: Cascara is not responsible for lost or stolen items. Registered Guests must be 21 years of age or older: Subletting of a rental home is strictly prohibited. These rules, regulations, and guidelines are subject to modification at any time without notification. Rates are subject to change. Any reservations made under false pretense will be subject to forfeiture of advance payment of rental deposit and the party will not be permitted to check in. There are no refunds and Cascara is not responsible for cancellations or shortened stays due to natural or man-made disasters, electrical black-outs, loss of telephone or utility service or events beyond Cascara's control. Rates are subject to change.

By reserving the home online, you agree to the above terms and conditions.

Thank you for choosing Cascara Vacation Rentals