



R.A. (DICK) HOWELLS CO.
Vacation Home Rentals

Rental Policies and Helpful Tips

*Our office is open 7 days a week
8:00 a.m. to 5:00 p.m.*

Phone: 888-762-7763 or 541-549-5555

Email: pmanagement@blackbutte.com

Fax: 541-549-0502

Check-in and Check Out Times

Check-in time 4:00 p.m.

Check-out time 11:00 a.m.

Any exceptions to these times must be pre-arranged 24 hours prior to your arrival and/or departure with The Howells Company.

No exceptions will be made during June, July, August and September.

- NO REFUNDS FOR EARLY DEPARTURE
- YOU WILL BE CHARGED FOR AN ADDITIONAL NIGHT STAY FOR UNAUTHORIZED LATE CHECK-OUT.

Registering upon Arrival

Black Butte Ranch requires all guests to register prior to entering the Ranch. All members of your party should have a copy of our Access Registration form to present at registration.

If your guests will arrive in separate cars, they should also be given the lock box code and map in the event they arrive before you.

Remember, the Ranch charges an access fee per person per night. A rate card is included in your registration packet.

We want your stay at Black Butte Ranch to be a special time full of wonderful memories.

Please review the information in this pamphlet. You will also find a **Home Information Notebook** in your rental home which contains vital information about the home you are renting in addition to Black Butte Ranch and Central Oregon.

Within 60 days of your arrival, you will receive a confirmation packet stating your remaining balance and the date it is due, a map, access and entry instructions. Please carefully note your due date and be sure to remit your remaining balance in a timely manner.

Phones & Movie Rentals

For long distance calls use a calling card, credit card, or reverse charges. Unauthorized long distance calls or movie rentals charged to the owners' phone or cable account during your stay will be charged to you plus a \$25 administrative fee.

Pets

Pets are not permitted in our rental properties. Violation is grounds for immediate eviction with rents forfeited. (*Exception: You are in a dog-friendly home and your dog is registered with The Howells Company.*)

Dinner Reservations

Call (541) 595-1260 for reservations at the Lodge Restaurant. Reservations can be made well in advance and are recommended.

Golf Information

Call (541) 595-1500 or (800) 399-2322 for information and tee times.

Feeling tipsy? When appropriate, gratuities are much appreciated by the housekeeping staff.

Lost & Found

The R.A. Howells Company is not responsible for personal items left in the home after check out. If you notice items missing after your departure, call our office and every effort will be made to return the items. The tenant will be responsible for the shipping and handling costs. Unclaimed items will be donated 60 days after your departure.

Stolen Items

The R.A. Howells Company is not responsible for stolen items. Use the same precautions at Black Butte Ranch as you would at your own home. Keep your residence and car doors locked and secured.

Overcrowding

Each rental house has an established maximum number of over-night guests allowed in a given residence and that number is strictly enforced. *Overcrowding will result in your being asked to leave and the forfeiture of all rents.*

Garbage Pick-Up

July & August: Garbage service is provided once a week. (Refer to notice in home for schedule & number of cans.). It is your responsibility to have the garbage in the cans in the designated location for that home, and to take any excess garbage, soiled diapers, & recyclables to the solid waste disposal site (located off McAllister Rd west of the Ranch). If we have to provide additional garbage service, you will be charged a minimum of \$20.

Need Assistance?

We strive to ensure that the house you rent is well maintained, in good working order and clean upon your arrival. If you find otherwise, **it is imperative that you let us know immediately.** Every effort will be made to correct the problem as soon as possible. Refunds will not be granted if we were not made aware of the problem in a timely manner and given the opportunity to resolve it.

Security Deposits

A security deposit, equal to one night's stay, is required for each reservation. Deposits will be returned within 10 days of your departure, unless charges have been incurred.

A renter's security deposit will be charged for:

- Damages or major breakage to the residence or its contents
- Returning furniture, audio/video equipment to its original location
- Extra cleaning charges, including dirty dishes
- Carpet cleaning for excessive soilage
- Removal of excessive garbage
- Unauthorized late Check-Outs
- \$25 Administrative fee

If charges are incurred and the security deposit is secured with a credit card, the full security deposit will be charged to the card.

If total charges, including the administrative fee, are less than the security deposit, a check will be issued for the balance. Charges in excess of the security deposit will be billed to the renter.

Cancellation Policy

Cancellations must be received in writing.

- Email to: pmanagement@blackbutte.com or Fax to: (541) 549-0502
- A \$75 administrative fee will be deducted from rental refunds for each week or partial week cancelled.
- **We strongly recommend travel insurance**

Summer and Holiday Rentals

- A refund will be issued if the cancellation is received at **least 60 days prior** to your arrival date.
- For cancellations **within 60** days of your arrival, a refund will only be issued if the property is re-rented.

Off Season Rentals

(October - May excluding Thanksgiving and Christmas)

- A refund will be issued if the cancellation is received at **least 14 days prior** to your arrival date.
- For cancellations **within 14** days of your arrival, a refund will only be issued if the property is re-rented.