

COTTAGES BY CAROLE POLICIES

DISCLAIMER - PLEASE READ: Cottages By Carole is an Internet-based connection site - connecting prospective vacationers with homeowners who are willing to allow their homes to be used for vacation purposes. At all times vacationers are "guests" of the homeowner, and all money paid is for the use of the homeowner's accommodation and facilities. Cottages By Carole and the property owners that we represent will not be responsible for any personal injuries or loss or theft of any personal items that renters may suffer during their stay. We encourage you to enjoy your vacation to its fullest, while remaining responsible and sensible.

Check-in time is 3pm*

Check-out time is 10am*

*Unless a home has been reserved from the night before, guests may not check in before 3pm. Guests who extend their stay beyond the departure time will incur a late departure charge equal to 25% of the daily rate deductible from the deposit. If we have no incoming guests that day we can relax this rule. We will call the night before departure because if we have more than one check out the same day we can also stagger check outs based on flight times as our maid service can only do one home at a time. We would appreciate if you have a very early flight out that you please let us know.

If your vacation home is not booked for another guest the day you are leaving, or is not occupied the night before you arrive, we will gladly adjust the check-in and check-out times to suit your travel needs.

With our compliments: All homes come with a complimentary few days supply of toilet paper, dishwasher and laundry tabs, soap, and condiments.

Pricing Schedule

From January 1st 2007 through June 30th 2008, the basic prices are as follows: (Last minute bookings may have discounts. Please inquire.)

- Most of the 3-bedroom homes start at \$1,800 a week* and go to \$3,500
- Our Upscale series homes have many extras and are \$350 a Night and \$2100 a week
- Our 4-bedroom homes start at \$2,500.

Weeks which include a major holiday have a surcharge of 20%. This includes Christmas, New Years, Thanksgiving, Easter, Memorial Day, Labor Day, and Valentines Day weeks.

All of our homes are available for terms of 7 days or longer. On occasion, a home may be available for a shorter term, 2 -3 days, upon owner discretion only. At no time are our homes available during the holidays or holiday weekends for 2-3 days.

Monthly Rentals

Our monthly rentals are from the 1st day of the calendar month through the last day of the calendar month. For example: January 1-31, February 1-28, March 1-31.

Short-Term Stays (Less than one week)

Some owners will accept less than 7-night bookings and this varies from owner to owner and depends on dates, availability, number of guests, etc., and usually not on major holidays. We do not offer hotel services.

We are very definitely an upscale home vacation booking site so do prefer the 7-day or more bookings. If we have a guest with a 9-10-11 day booking who leaves a 2-3-4 day gap, then the owners can, at their discretion, say yes to short term bookings.

Please ask us if our calendar for the home you want appears to have a gap in dates. Sometimes however we do keep that gap for repairs, painting, deep cleaning, etc. so not all gaps are available for booking.

Deposits and Payment Methods

An initial payment is required in order to reserve the dates you request (anyone else inquiring, may book the dates requested until your \$500 initial deposit is received).

That's why we ask that you pay that deposit with Pay Pal or Visa or Master Card and then the dates are instantly booked. (Sorry we are not set up for AMEX at this time.)

The balance will be due no later than 30 days prior to arrival. We ask you to please mark your Calendar to remember to send the final payment to reach our office not more than 30 days prior to your arrival date. We also will send a reminder email just in case.

SHORT STAYS

For stays of less than one week, 3-4 nights, or weekends, that deposit is \$500 for up to 6 guests plus \$50 per person after that.

By Visa or MasterCard

You may pay with Visa, MasterCard, Discover or American Express directly to PSVC. All final payments made using a Visa, Master Card or Discover Card will be assessed a \$25 per thousand processing/admin fee. The American Express processing fee is \$35 per thousand.

The following applies to all transactions using credit cards:

We charge \$500 for an initial security/booking deposit which is refunded when you leave. The amount refunded to your card the day you leave is \$500. We do not charge an administrative fee on the deposit, only on final payments.

By PayPal using checking account – No Fee

By PayPal using Visa, MasterCard.

PSVC has a handling fee equal to but not greater than the cost of using Paypal. That is approximately \$2 per \$100 charged.

If you choose to mail us a check via US mail it can take up to 5 days and is not as reliable if time is of the essence to secure your dates. Fed Ex Overnight, UPS, or US Mail Overnight is also a faster way to send your check. PayPal is the Fastest way to send Money and is a "do it from home without moving from your chair " alternative to Western Union.

Generally, Fed Ex overnight shipping is \$15, and US Postal Overnight is \$10. Western Union charges vary according to location.

Your vacation payment plus a non-refundable cleaning fee of \$200 for homes with up to 8 guests and \$300 for homes over 8 guests is due no later than 30 days prior to arrival, unless by prior agreement. The following exceptions apply: For all stays of 30 days or more we require payment in full 60 days prior to arrival, so that if there's a cancellation we will have more time to be able to fill the longer gaps. We do try to send a reminder invoice but it is your responsibility also to contact us for that figure if you are not sure, especially during our busy Winter season. Payments not received by the due date can mean loss of prepaid deposit and all monies paid to date. Vacations booked less than 30 days before arrival must be paid in full at time of booking.

We can be reached toll free at 1-800-333-9813 seven days a week, so please call if there are any questions concerning this matter. Please remember that the initial payment you made is a Security/Damage Deposit and is not to be deducted from your final payment. This is the deposit we will happily return to you provided you leave your vacation home in the condition in which you found it.

See [Refund of Deposit](#) below for more details.

***By paying your final payment you are agreeing to be bound by the conditions of these policies.**

Taxes

Sales Tax

Like hotel rooms and B&Bs, most short-term vacation rentals are subject to sales tax in the USA. While renters pay these taxes as an add-on to the rental cost, the law requires that the homeowners collect and remit them. Substantial penalties and interest may apply if you fail to comply. These sales taxes typically total 10% of rental revenue. They may be called lodging tax, occupancy tax, bed tax, tourist tax, utilities tax etc. Filing quarterly or monthly with the state, county, and city can sometimes be confusing. Usually this tax is for rentals of less than 30 days. We at Cottages By Carole will be collecting this tax and remitting it to the State as required. Some of our homes however are exempt from this category. Please inquire upon booking.

California

Transient occupancy taxes are administered at the local level. In most cases the filing requirement is monthly and directly to the municipal government. There is a registration

and licensing requirement with the local municipality to collect the tax. The tax averages 10% or more on rental revenue.

Transient Occupancy Tax

Transient Occupancy tax is a tax imposed by the city for vacations usually 30 days or less. While we wish it wasn't there -it is, and so the only property exempt is the English Cottage. All others are subject to this tax if your stay is less than 30 days.

Here are the tax rates:

- Rancho Mirage 10%
- Palm Desert 9%
- Palm Springs 11.75%

Cancellation Policy

If cancellations are made:

- within 45 days prior to the date of arrival date, your full deposit is refunded.
- between 45 and 30 days prior to the date of arrival, 50% of deposit will be refunded
- Later than 30 days, there is no refund.

Holiday Weeks and Long Stay Deposits and Final Payments

All reservations which include a major holiday or are more than 30 days in length have a different cancellation policy and final payment date. These include:

- Christmas
- Thanksgiving
- New Years
- Easter
- Valentines Day
- Memorial Weekend
- Labor Day Weekend
- Any booking for a period of 30 days or more

There is no deposit refund within 60 days of the arrival and the final payment is due 60 days before the arrival date. All payments which are not received 60 days prior to arrival can result in cancellation of the booking, and the loss of all monies paid.

This applies to the above list.

By check made payable to:
PSVC
40101 Monterey Avenue B1-108
Rancho Mirage CA 92270

Cleaning Fees

Cleaning fees for all homes booked from September 2005-2006:
\$150 smaller homes
\$200 medium homes up to 3 baths and 2,500 square feet
\$250 large homes over 2,500 feet or any home with 4 bathrooms

NOTE: If our junior guests make the windows very sticky with little hand prints and our maids have to clean them we have to charge an additional \$100 window cleaning fee. Please check the windows prior to leaving so there are no surprises!

Barbeques not cleaned before you leave are \$40

Refund of Deposit

We will gladly refund all deposits providing the home has been left in the same condition as when you arrived, and the pool is not left on. Please do a thorough inspection upon arrival and call immediately should you find something broken or not working so we may note this in your file and not charge you upon your departure. All vacation properties have a built-in utility allowance in the rental fee for water trash, etc. .

NOTE: The final cleaning fee is for the home and patios and does NOT include cleaning the barbeque. Therefore PLEASE clean the barbeque after you use it or we have to charge \$40 to have it professionally cleaned for the next guest. We know you don't want pieces of the last persons steak when you arrive!!!

It is not always possible to have your vacation home cleaned the day you leave during the busy season, therefore until it is fully inspected by housekeeping and our gas/electric bill check is done, we cannot release deposits. Saying that however, we do try to have your money refunded to your credit card or a check mailed within 14 days. It is not our intention to retain your deposit . We do want you to return and we also want you to send your friends!

Occupancy

You must be at least 25 years of age to sign a vacation rental contract and to occupy said vacation rental property. Each property has a maximum occupancy, generally two per room. Undisclosed guests will result in loss of rental fees paid, complete forfeiture of security deposit, and all guests being evicted. Guests that disturb the peace and quiet of neighbors will be evicted with no refund of rental fees paid and may forfeit a portion or all of refundable deposit. PSVC is not responsible for accidents, injuries, loss of money, jewelry, or valuables of any kind.

The number of guests is limited to those named on the contract. Any additional guests not named on the contract may cause loss of deposit unless authorized by management prior to arrival.

Keyless Entry for All Homes

We provide Keyless Entry to all properties prior to your arrival. You will be given a 4-digit personal code and instructions to open the box. That will release your key. When you leave, simply repeat the process to reinsert your key into the box. All codes are changed by the maid service when you leave to a new code for the next guest. This way you don't

have to arrive on a certain day or time. You are on Vacation and you may arrive at leisure!

Friends and Family Referrals

If you have stayed at and enjoyed one of our properties for one week or more and refer a friend or family member, please let us know, and on your next booking you will be given an extra night free! (Applies to one week or longer bookings only.)

Disclaimer

The Cottages By Carole reserves the right to substitute the reserved property for a similar or better property in the event that the property is sold, or other unforeseen conditions develop such as property damage, or owner's personal or health issues.

Published rates are subject to change without notice until your deposit has been received and your letter of confirmation emailed or faxed to you. Rate changes are dependant on the time of the year and the number of people in the party. Rates are set by each individual owner. We send out our confirmation emails or faxes within minutes of accepting your deposit.

Although Palm Springs enjoys many days and months of sunshine and heat, we can't guarantee this and therefore cannot be held liable for refunds if your vacation ends up being during one of our unusual rainy periods.

Pool and Spa Heat in Winter and Air Conditioners in Summer and House Heat in Winter

If your vacation home has a private pool or spa and you have requested and paid for pool heating, please remember to turn off the pool and spa prior to vacating as the owner / manger / pool service may not be able to get there immediately. You are charged another day if you do leave it on. Also vacation home pool heaters get a lot of use - more than the average home pool heater. Therefore, due to this they can and do break down. It is unusual and very infrequent but If this happens during your stay, we will gladly refund the days you did not have the pool or spa heating you paid for unless it is determined that it is a man made break and not a mechanical failure. Also please remember to let us know your preferred hours of pool heat. Costs are based on the heater working 10 hours a day at 88 degrees - your choice of which hours.

Weekly pool heating for Cottage properties:

\$350 - Wisteria Cottage

\$300 - Casa Elegante

\$300 - Fleur Cottage

\$300 Heather

\$250 - English Cottage

\$250 - Clover

To have a pool on 24/7 we have to take an additional \$1,500 deposit to offset the cost, and the balance will be returned to you with a copy of the gas bill for your dates.

Off-Season Pool Heating

Unfortunately the Palm Springs area has the highest utility costs in the nation. As of January 2006 we are getting another increase. Therefore, pool heating in Winter and air conditioning in Summer is very very expensive. We have tried to maintain the cost but due to excessive charges, the owners have all decided they have to very reluctantly, and effectively immediately, increase pool heating to \$35 per day. We thank you for your understanding. As of February 1, 2006 our Pool Policies have changed. Pool and spa heat is \$35 a day combined. There's no heat included anymore due to the huge increase in gas prices in Southern California. In some homes both have to be on as they share heaters and so its either all or nothing. If that's the case then the fee is \$35 a day for both. But in cases where there is a separate spa, and that's all that's requested, then spa heat only is \$75 a week.

Air Conditioning in Summer

All the homes we rent out have central air (plus fans). Temperatures in the Desert can reach 123 in Summer and over usage can cause mechanical failure. If a problem occurs during your stay, please call immediately and we will have the unit repaired as soon as possible. During the down time, please use overhead fans and floor fans (just like the natives!) A broken A/C unit that is in the process of repair is NOT a reason for cancellation or any form of refund. Please be patient if an A/C problem occurs. We do not take it lightly and will do everything we can to have it repaired in a timely manner.

Utility Costs

Electricity and gas costs here are extremely high. We base our rental rates on the A/C being set not lower than a comfortable 76. Your vacation fee includes an allowance of up to \$100 per week for Gas and Electric combined. All excess usage is charged back to you at the rate used and shown on the bil. By keeping the A/C set at 76 and the doors and windows closed and in Winter, and the heat at 80 or less, the amounts quoted will be adequate to cover that cost. Thank you for working with us on this we do not want to have to raise our rental rates due to excessive utility bills.

Pet Policy - Dogs

We love our pets as much as you love yours and understand that sometimes your baby simply has to come along! Several of our homes are pet friendly and marked on the Internet as small dog-allowed, or with owner approval. You must inform us if you wish to bring your dog. We will request information about your dog and procure owner approval prior to confirming your reservation. An additional pet deposit or pet charge may apply. If you bring a pet without prior approval, entire deposit is forfeited and you may be subject to additional fees, so be sure to tell us if you plan to bring your dog.

Pet Policy - Cats

Sorry, our standard policy is no cats, but sometimes we are able to say yes! It is much more difficult to obtain owner approval for fluffy. However, from time to time certain

owners will approve cats in their home. Generally, an additional deposit of \$1,000.00 is required and a pet charge may also be applied. If you bring a pet without prior approval, entire deposit is forfeited and you may be subject to additional fees, so be sure to tell us if you plan to bring your cat.

Pet Policy - General

If you have been allowed to have your pet with you on this vacation we need to ask the following: Where there are lawns and grass areas, please make sure that your little friends don't "pee on the grass", especially girl dogs. This causes brown burn marks and as it is so unsightly causes us to have replace the turf. If this happens, we will have to charge you for this to be done.

Pet deposit is \$500 payable in advance or upon arrival. Sorry - no pets will be allowed without that deposit (refundable if no damage).

Additionally, if you have a guest visit you who brings a pet and the same thing happens (grass burns), you will be charged for that from your deposit.

Upon arrival, please walk the property and call us if there is any you see so you won't get charged. We photograph all check ins and check outs but may miss one here and there, so please just let us know (within 24 hours of arrival) or it will be costed to your account.

This new policy is effective from June 14, 2006 on all bookings, and is due to a guest who didn't care where little "Fido" relieved himself!!!!

Computers

Some homes in our inventory still have owners computers in them. We are phasing them out due to misuse. After February 1st, 2008 please do not rely on one being there. If you have a laptop, please bring it as we do provide free Wi-Fi and high speed broadband.

Departure Procedures

Please turn off all lights, TVs, stereo, oven, range, etc. Set A/C to 90 in warm or summer months. Turn off heater in winter or cold months. Do not turn off refrigerator, water heater or other major appliances. Failure to turn off A/C may result in a significant charge to your deposit. Lock all doors and windows; shades, blinds, and SET ALARM where applicable. Failure to lock doors and windows and set Alarm may result in loss of deposit. Check out time is 11am at our office unless alternate arrangements have been made prior to your departure. Late check out will result in an additional days rent, late check out fees or loss of deposit. All keys, gate passes, garage door openers etc., issued to you must be left where you got them Failure to do so will result in a minimum \$25.00 recovery fee deducted from your deposit plus locksmith if applicable and an additional days rent. If the unit has been soiled beyond normal usage or if there is excessive laundry, a minimum fee of \$25.00 plus per hour charge will be deducted from your deposit for excessive cleaning, along with any charge for damages.

When you leave, please leave the refrigerator and freezer how you found it. We are happy to pass on all unopened food and drinks to the homeless or less fortunate in the community for you, but please put all opened food and drinks in the trash cans outside

(except alcohol - Any opened alcohol bottles e.g. Vodka, Gin, Scotch etc. may be left for the next guest if you wish).

Unit Condition/Housekeeping

Our homes are rented with the understanding that you will leave the property in reasonably the same condition as you found it when you checked in. Please wash dishes, take out garbage (call 898-4407 to check on trash pick up days if not posted in your vacation rental), and feel free to begin a load of sheets or towels. Our maid service charges us \$25 if they have to clean a dirty barbeque and since that is not part of our regular final cleaning, that charge is passed on to you and deducted from your deposit if applicable. We do photograph the dirty barbeque and can email it to you as it is not our policy or desire to deduct anything from your deposit.

Departure Day Do's and Don'ts

Please DO the following:

1. Put all used POOL towels ONLY in the washer and start the load.
2. BEDROOMS - Leave all used beds unmade with sheets in a pile on top or on the floor. We have them all professionally Laundered
3. BATHROOMS - Please put all used shampoo, conditioner, razors, soaps, toothpaste etc. in the trash can or your suitcase.
4. KITCHEN - Please put all opened food items from the refrigerator, freezer and cupboards in the trash, or take with you, including all paper, plastic plates, containers, plastic and paper cups and knives, forks etc. and all old newspapers. Anything you brought in, please take with you or put in the trash.

Thank you for your consideration. The maids don't always remember to completely get rid of everything and there's nothing worse than half used soap, milk, OJ, shampoo etc. when our next guest arrives. So please do for others as we have done for you.

Finally the DON'TS:

1. Don't forget to leave the garage and TV clickers, keys, gate cards, etc all in the place where you first got them. If it was inside leave it inside. If it was outside, PLEASE put it back outside.

Thanks so much and we hope you had a great time!!

Maintenance

Please call 760-898-4407 during normal business hours for routine maintenance of a non-life threatening emergency.

For pool/spa emergencies call 760-898-4640 (Not for turn on/off. Emergencies only.)

In the event of an emergency that requires the assistance of the Police, Fire Department or Medical Professionals, please dial 911.

Complimentary and Highly Reduced Spa Service

Where indicated, certain properties offer a complimentary massage service and discounted massages for all guests, as well as fitness memberships and facials, and also referrals for other personal services.

The complimentary massage is for the guest who made the booking. Please ask if you are in any of the Upscale Vacation Home Series for 7 days or more.