Terms and Conditions

M Vacation Properties & Resorts

Reservation Requirements

- Guests must be at least **21 years of age** and provide valid proof of age upon request at any point during their stay.
- By confirming a reservation, guests agree to comply with the **M Vacation Properties & Resorts Rental Agreement** and these Terms and Conditions.
- M Vacation Properties & Resorts reserves the right to deny service to any individual or party at its sole discretion.

Vacation Home Rentals Policies

Payment and Deposit Policies

1. **Reservation Deposit**:
    - A **25% non-refundable deposit** is required at the time of booking and will be applied to the total reservation amount.
    - This deposit secures the property and is non-refundable under all circumstances.
2. **Final Payment**:
    - The remaining balance is due **60 days prior to the scheduled arrival date**. Once processed, this payment is non-refundable.
    - If the payment due date falls on a weekend or holiday, the payment will be processed on the last business day before the deadline.
3. **Accepted Payment Methods**:
    - Payments may be made using Visa, MasterCard, Discover, American Express, or Electronic Check only.

Reservation Confirmation and Modifications

- Guests will receive a confirmation email containing reservation details. Alternate communication methods may be requested during booking.
- Guests are responsible for reviewing the confirmation and notifying M Vacation Properties & Resorts of any discrepancies within **3 days** of receipt.
- Any changes to the reservation after the **3-day review period** are subject to management approval and a **$50 modification fee** per change.

Taxes and Fees

- Taxes are determined by state and local regulations and are based on the **check-in date**, not the booking date.
- Any tax rate changes prior to check-in may result in an adjusted balance due upon arrival.

Check-In and Check-Out Policies

1. **Check-In**:
    - Standard check-in begins at **4 PM**. Due to high demand during peak seasons, timely check-in cannot be guaranteed.
    - Guests must check in at the office located at **420 E Main St**, where house policies will be reviewed, and keys will be issued.
    - Early check-in (prior to 1 PM) requires prior approval and incurs a fee of **½ night's rent**. Unauthorized early access will result in a **$200 penalty**.
2. **Check-Out**:
    - Check-out is required by **10 AM**.
    - Guests departing before **8 AM** must return keys to the designated drop box.
    - Late check-out requests must be approved in advance and incur a fee of **½ night's rent**.

Cancellation and Refund Policies

1. **Vacation Rentals**:
    - Cancellations made **61+ days prior to arrival** will result in a refund of all monies paid, minus the **25% non-refundable deposit**.
    - Cancellations made **within 60 days of arrival** will result in the loss of all monies paid.
    - Reservations booked under the 15% Non-Refundable Discount(SAVE15) are fully non-refundable at the time of booking and cannot be changed, canceled, or refunded under any circumstances. Not available to be used with our M Travel Guarantee.
    - Guests booking under the 15% Non-Refundable Discount(SAVE15) must submit full payment within 12 hours of booking confirmation. Failure to receive payment within this timeframe will result in automatic cancellation of the reservation.
2. **Reinstated Reservations**:
    - Any reservation reinstated after cancellation will incur a **$50 reinstatement fee**.
3. **Resort Units (No Deposit Required)**:

- Cancellations made **7+ days prior to arrival**: No charge.
- Cancellations made **within 7 days of arrival**: A charge equivalent to **1 night's rent** will apply.

4. **Early Departures**:
   - No refunds will be issued for early departures. Guests are strongly encouraged to purchase the **Travel Guarantee**.

Travel Guarantee

- Optional coverage allows guests to cancel for unforeseen reasons at least **48 hours prior to check-in**.
- The cost is **12% of the total reservation amount** and must be purchased within **72 hours of booking**.

Property Damage, Cleaning, and Pet Policies

1. **Damage Waiver**:
   - Covers accidental damages to the property up to **$250**. Damages exceeding this amount will be charged to the credit card on file.
2. **Cleaning Fees**:
   - A standard cleaning fee is included in the reservation total.
   - Excessive mess or failure to follow checkout procedures (e.g., unwashed dishes, trash left behind) will result in a **$100 cleaning surcharge**.
3. **Pet Policy**:
   - Pet-friendly properties require pre-approval and a **$75 non-refundable fee per pet** (2-pet limit).
   - Pets must be declared at booking, kenneled when unattended, and guests must clean up after their pets. Failure to comply will result in a **$500 fine**, additional cleaning fees, and eviction without refund.

Conduct and Use of Property

- **Prohibited Activities**:
  - Hosting parties, using fireworks or firearms, trespassing on neighboring properties, and creating excessive noise are strictly prohibited.
  - Violations will result in fines up to **$500** and immediate eviction without refund.

Hotels Policies: Historic St. James Hotel, Arrowhead Lodge

Payment Policy

- A payment of 50% of the total cost is required to secure the reservation. Remaining payment is collected upon arrival.

Cancellation Policy

- Guests must cancel at least **24 hours prior to arrival** to avoid penalties.
- Late cancellations or no-shows will incur a charge for **1 night's rent**.

Pet Policy

- Pets are permitted in hotel rooms for a **$15 nightly fee per pet**.

Occupancy Limit

- Occupancy limits are strictly enforced for safety and comfort. Guests exceeding room capacity will be required to upgrade at their expense or may be refused service.

Quiet Hours

- Quiet hours are enforced from **10 PM to 8 AM** to ensure all guests can enjoy a peaceful stay.

Damages and Trash Removal

- Guests are responsible for any damages to the property, which will be charged at replacement cost.
- Excessive mess may result in a cleaning fee of up to **$250**.

General Policies and Liability

- Guests are responsible for the condition of the property during their stay.
- M Vacation Properties & Resorts is not liable for:
    - Loss, theft, or damage to personal belongings.
    - Service interruptions (e.g., internet, cable) due to technical or weather-related issues.
    - Vehicle damage on property premises.

Right of Entry

- M Vacation Properties & Resorts reserves the right to enter properties for necessary maintenance, emergency repairs, or inspections.

Guest Communication

- By providing your phone number to M Vacation Properties & Resorts, you consent to receiving calls and texts regarding your reservation(s) and promotions you maybe be eligible for during your stay or for future bookings.
- By providing your email address to M Vacation Properties & Resorts, you consent to receive emails regarding your reservation(s) and promotions you maybe eligible for during your stay or for future bookings.

  *M Vacation Properties & Resorts does not sell your data.