

House Rules and Info

Also read the Fine Print, starting on page 2

- Check-in is 4 pm.
- Check out is 10 am.

- Be respectful of the quiet, upscale Sonenalp community. Limit noise after 9 pm and before 8 am.
- 6 persons max in the hot tub at a time. Agree to hot tub and sauna rules (in contract) before using.
- Supervise children at all times.
- No smoking (anything) or vaping in building or on grounds.
- Park only in designated garage spaces, not on driveway.
- Pets allowed only with prior approval of management. A fee of \$200, required by our HOA, will apply. Guest must agree to pet rules in contract.
- Due to Town of Mammoth occupancy rules, no unregistered guests permitted.
- For safety and security of guests, Sonenalp common areas (garage, balconies, foyers, stairwell, exterior) are monitored by real-time, cloud-hosted video surveillance.

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- Guest agrees to follow rules and safety precautions and to indemnify and hold FTR Enterprises (DBA Sonenalp at Canyon Lodge), Sonenalp HOA, and individual condo owners harmless and in no way accountable for any liability for personal injury caused or permitted by Guest or any other person.
 - Violation of any house rule, violation of law, or nuisance to community (including guests in excess of reserved number) may result in immediate termination of your reservation. Guest will be required to depart the premises immediately and no refund will be issued.
 - Violation of smoking restrictions, leaving of pet waste or other excessive cleaning or maintenance issue will result in a \$500 fee.
 - Guest is responsible for the behavior of your group. Costs for damage, need for excessive cleaning/repair, or theft from our home or HOA building/grounds will be deducted from Guest security deposit; costs in excess of the security deposit will result in additional charges to Guest.

Fine Print

Terms & Conditions:

50% of reservation total due at time of booking
Remaining balance due 30 days prior to check-in

Failure to pay balance due 25 or less days prior check-in will result in cancellation of reservation without refund.

A \$50 fee will apply for returned checks. Reservation may be cancelled by management without refund.

Cancellations:

- Full refund if guest cancels more than 30 days prior to check in.
- Full refund if guest cancels less than 30 days prior and management is able to re-rent property at the same rate. A fee of \$150 will also apply.
- Full refund if property becomes unavailable prior to occupancy. Guest agrees to release any claims against manager in that case.
- Guest forfeits all payments if guest cancels less than 30 days prior to check and we are not able to re-rent the property.

Damages:

Guests are liable for any and all damages to the property, common area, hot tub, sauna, furnishings, equipment and household items that occurred during their stay whether it is caused by the guest, pet(s), or any invitee of the guest.

Please report any problems with your unit or damages found immediately.

Any damages, mailed guest items, cleaning costs, etc. will be charged against the credit card on file and/or against the security deposit held.

Smoking:

Sonenalp is a non-smoking community. No smoking (of any kind) or vaping in the building or on the grounds. Violation of smoking restrictions will result in \$500 fee.

Pets and Service Animals:

Well-behaved and friendly pets are welcomed to Sonenalp with prior approval by management and with a fee of \$200. Guest with pets or service animals must agree to following rules:

1. Pet or service animal left alone in the condo must be kenneled for their safety, safety of maintenance staff, and to avoid unintentional damage.
2. Pet or service animals are not allowed on the furniture.
3. Pet or service animals must be treated for fleas and ticks and be up to date on all vaccinations. Be aware of local risks to your pet such as wildlife and pests.
4. Pet or service animals must be supervised in common areas including the foyers, garage and shared balcony.
5. You must clean up your animal's waste. Leaving waste, even in bags, can attract bears. Always dispose of waste in the bear safe dumpster.

Evidence that pet/service animal rules were not followed will result in fees and/or loss of deposit. Above conditions are the responsibility of the booking guest. Owner, manager and HOA accept no responsibility for injury, illness humans or pets might incur while on the premises.

Check In- Check Out:

Check-in is at 4:00 pm | Check-out is at 10:00 am.

- Any renter found to be occupying the condo after 10am without authorization will have their security deposit deducted at the rate of \$100 per hour after 10 am.
- Any guests found to enter the property prior to 4pm without authorization will have their security deposit deducted at the rate of \$100/hour.

Noise and Nuisance:

- Guests will be respectful of other tenants at Sonenalp at all times and will limit noise between 9 pm and 8 am.
- If the guest, pets, or anyone in the guest's party causes a disturbance or nuisance at the premises, such that local law enforcement is contacted, the guest may be required to immediately vacate the premises at the discretion of Sonenalp at Canyon Lodge rental or HOA management.
- Any removal due to a nuisance or disturbance will result in a forfeiture of the entire amount of the reservation, and loss of use of the unit.

Occupancy:

Additional guests, above the number stated in your reservation, are not allowed. If a group is found to have guests above the number stated on the reservation, the group may be required to immediately vacate the premises at the discretion of Sonenalp at Canyon Lodge rental or HOA management. This removal will result in a forfeiture of the entire amount of the reservation, and loss of use of the unit.

Refundable Damage Deposit:

- Prior to your stay, your credit card will be authorized for refundable damage deposit of \$500.00. Your deposit will be refunded in full provided that: guests do not violate unit rental rules or policies; the unit, lockers, HOA common areas and contents of these areas are left in undamaged/like condition; and all keys, parking permits, garage door openers, locker keys etc. are left in the unit in accordance with check out procedures.
- Violations and/or damage will incur charges against the security deposit (and possibly additional charges to your credit card in excess of the \$500 deposit) as necessary. You hereby agree to secure the unit against any and all damage by you or your guests during the time of your stay, and authorize Sonenalp at Canyon Lodge to use your security deposit or credit card for that purpose.

Hot Tub & Sauna:

Use of the hottub or sauna is inherently dangerous. Therefore, you must agree to abide by the following rules and safety precautions and to indemnify and hold Sonenalp at Canyon Lodge harmless and in no way accountable for any liability for personal injury caused or permitted by Guest or any other person.

- Children under the age of 14 must be supervised at all times while in or around the hot tub or sauna.
- No more than 6 people in the spa or sauna at one time.
- Do not drink alcohol before or while using the spa or sauana.
- No glass, alcohol, children under 4 years, pregnant women or rough play in the hot tub or

sauna.

- Keep the hot tub covered at all times while not in use.
- Do not use the hot tub or sauna alone.

Our hot tub maintenance team monitors and adjusts the chemicals in the hot tub at least twice per week to ensure that it is kept at safe levels. Please do not attempt to adjust water level or chemicals at any time.

Additional Policies:

Parking: The maximum number of cars allowed per condo is 2. There are also 2 guest spots available on a first come, first served basis. Park in designated spaces only. Do not park in the driveway.

Age: You must be 28 years of age or older to rent at Sonenalp at Canyon Lodge. Age-qualifying guest must be in residence at time of stay.

Sonenalp Common Area Amenities: We are not able to guarantee all common area facilities/amenities will be in working order (hot tub, saunas, etc.) and refunds will not be given in association with these facilities/amenities. We will work directly with the HOA manager to ensure that every effort is made to correct any problem that might arise.

Outside services: Certain amenities provided in units rely on technology or outside service which includes a possibility of failure. We cannot guarantee that fireplaces, internet connections, televisions and appliances will function 100% of the time. Refunds will not be given in association with non-working features or amenities; however we will make every effort to correct any problem that might arise.

Lost Items: We are not responsible for lost or stolen articles, or items left in units after your departure. We will make every effort to find and return your articles. We will return found items at the guest's expense.

Security Cameras: For safety and security of guests, Sonenalp common areas (garage, balconies, foyers, stairwell, exterior) are monitored by real-time, cloud-hosted video surveillance.

LIMITATION OF LIABILITY AND INDEMNITY

Guest agrees to indemnify and hold harmless FTR Enterprises (DBA Sonenalp at Canyon Lodge), Sonenalp HOA, and individual condo owners against all loss, damage, expense, and penalty arising from any action of the Guest or visitors of the Guest which causes injury or death to any person or damage to any property. Further Guest agrees that FTR Enterprises should, to the fullest extent permitted by law, be protected from any and all loss, injury, damage, claim, lawsuit, cost, expense, attorneys' fees, litigation costs, or any other cost arising out of or in any way related to the occupation of the rental unit. Further, the resort area of Mammoth Lakes offers a number of outdoor activities including skiing and snowboarding, which include inherent hazards, especially potential slip and fall accidents due to wet floors, and equipment. Guests are responsible for properly stowing equipment and for ensuring a safe, dry environment while in the units and building. Guests are encouraged to secure the appropriate travelers or vacation insurance and/or renter's insurance.