



## **RENTAL POLICY**

RESERVATIONS can be made by email at [rivervalleymanagementpm@gmail.com](mailto:rivervalleymanagementpm@gmail.com) or by calling River Valley Management @ 406-897-4516 M-F 9AM- 5PM, and Sat and Sun 10AM-4PM. Prices are quoted for short term rentals with a 2-night minimum for specific rentals. A deposit is required to confirm all reservations and will vary according to each owner's discretion. A vacation rental agreement will be sent to you after the reservation is made which will detail the cost of the rental. Montana has NO SALES TAX, however there is a 8% lodging tax to all reservations. Balance is due 60 days prior to arrival date. All advance rent amounts will be held in River Valley Management's Trust Account at Stockman Bank. We gladly accept MasterCard, Visa, American Express, Discover and cashier's checks.

### SECURITY DEPOSIT

The Security Deposit is refundable after the check-out inspection of your rental. The Security Deposit is NOT applied to rent. Additionally, we add a standard departure cleaning charge to all reservations according to each properties needs. Your reservation will not be checked-in until payment has been made in full. NO REFUND on prepaid rent or fees will be issued to customers refusing to pay the Security Deposit when due. River Valley Management shall deduct from the Security Deposit to reimburse for charges that result from but are not limited to:

- 1      Damage repair
- 2      Broken or missing item replacement
- 3      Extraordinary cleaning
- 4      Late check-out
5.      Keys and garage door openers not returned. River Valley Management has a thorough inspection policy to ensure our rentals are in good condition and that renters will not be inadvertently billed for missing or broken items. Please assist us by reporting any missing or broken items to our office within twenty-four (24) hours of check-in. If damage, breakage, or spills occur during your stay, please notify us immediately.

### CANCELLATIONS

In the event of a cancellation for any reason, River Valley Management must be notified in writing. The Renter is responsible for verifying that the cancellation letter has been received by River Valley Management. If a confirmed reservation is cancelled 61 days or more prior to arrival date, a full refund will be issued, less the booking fee of \$50 and a \$150 cancellation fee. If a confirmation is cancelled 60 days or less prior to the arrival date no refund will be paid, unless the property is re-rented. If the property

is re-rented for the original rental amount, River Valley Management will refund 100% of the total rental amount, less the booking fee and cancellation fee. If re-rented for less than the original rate, Renter will receive the balance of the rental amount, less the booking fee and cancellation fee. If the property is not re-rented, no refund will be paid. Refunds will be payable to the Renter within 30 days after the subsequent re-rent payment has cleared our accounts. If you purchased Vacation Protector Insurance the premium is not refundable. VACATION PROTECTOR INSURANCE IS HIGHLY RECOMMENDED TO PROTECT AGAINST UNEXPECTED TRAVEL DELAY OR CANCELLATION. Purchasing options, at renter's expense, can be found at [www.allianztravelinsurance.com](http://www.allianztravelinsurance.com), or Access America Vacation Protector Customer Service @ 800.310.2431.

### TRANSFERS

A fee of \$150 will be charged for transferring a confirmed rental week for the same property to another available date within the same rate period.

CHECK-IN time is after 4PM and prior arrangements must be made for late arrivals.

CHECK-OUT time is 10 AM. Please observe this rule, as our housekeeping staff needs time to prepare for our next guests. Upon leaving, please secure all windows and doors, wash dishes, and clean out the refrigerator. Trash should be placed in the garage. Please strip the beds and start a load of laundry in the washing machine prior to leaving. Please leave all other soiled linens in basket near washer and dryer. Unless otherwise designated, keys should be placed in the key drop at the check-in location. If your rental requires extra cleaning because you left it in poor condition, you may be charged an additional cleaning fee. Unless electronic codes are applicable, two (2) KEYS will be issued at check-in. A \$50.00 charge per key will be charged for keys not returned.

### FURNISHINGS AND EQUIPMENT

The properties that we represent are private residences and are decorated by the individual owners. Décor reflects the taste of the owner and vary widely. Each property is unique. Renters should ask as many questions about the specifics of a property and view photos to select a property suitable to your preferences and budget. Homes are furnished for normal housekeeping with dishes, cookware, flatware, glasses, and basic appliances. Where grills are provided, please grill on the concrete or in designated areas. We provide bed linens and towels for all of our rentals. Please be sure to pack any specialty items that you may require during your stay. In some locations, sports equipment, snowmobiles, jet skis and boats may be rented locally.

FIREPLACES where available, should not be used while the air conditioner is running.

### HOT TUBS AND POOLS

Pools and hot tubs are serviced at regular intervals. Since neither the homeowner nor River Valley Management employees are on the premises during the use of these amenities, the rental party agrees to be solely responsible for the use and operation thereof.

### PETS

Pets are strictly prohibited in all of our rental properties. In the event that we find there has been an unauthorized pet in the property, a \$1,000.00 penalty fee plus actual costs to have the property shampooed, professionally deep cleaned, and disinfected to ensure allergy mitigation will be charged to

the credit card on file. River Valley Management will place a hold of funds in the amount of \$2,500.00 on the card on file, until such time as the property can be properly cleaned.

### SMOKING

All of our properties are NON-SMOKING. If it is found that there was smoking inside the property, a \$1,000.00 penalty fee will be charged to the credit card on file to allow for proper fumigation of the property. If you should choose to smoke outside, please clean up and dispose of all butts. If butts are found to be left on the grounds outside, there will be a \$100.00 penalty fee for exterior property cleanup charged to the card on file.

### DESCRIPTIONS AND RATINGS

A description is provided for each property to help with your rental selection. Every effort has been made to ensure that property descriptions and distances to area attractions, skiing, golf, and water accesses are representative; however, we are not responsible for changes to furnishings or equipment, or errors in descriptions.

### OCCUPANCY

River Valley Management will not allow overcrowding of the property. Maximum occupancy cannot exceed the existing sleeping arrangements specified for the property. Restrictions may be in effect for RVs and campers parked on the premises. The renter, (the person responsible for renting the property), represents themselves to be an adult 21 years of age or older and is responsible for all activity during rental period.

### CONDITION OF PROPERTY

All equipment in the units should be in working order. Please report any inoperative equipment to our office. Every reasonable effort will be made to promptly repair the inoperative equipment. No refunds will be made for inoperative air conditioners, appliances or for mechanical failure, or delays in utilities.

LOCKED CLOSETS contain Owner's personal property. Please respect these locked closets, cabinets or rooms. They are NOT INCLUDED as part of your rental.

### ITEMS LEFT BEHIND

River Valley Management is not responsible for items left in homes. Please double-check your rental for personal items prior to departure. There will be a \$50 fee plus shipping to mail any requested items left behind, which will be charged to the card on file.

### SECURITY AND ACCESS

In the event, during Renter's stay, that Renter should lock themselves out of the property, Renter shall be personally responsible for the costs and coordination of regained access, (i.e. Emergency locksmith services).

FOR EMERGENCY ASSISTANCE AFTER HOURS PLEASE CONTACT DREW SCHLUP @ 406-897-4516.