

# Marywood Manor B&B and Cottages

## Terms & Conditions

*Please read the following Terms & Conditions before making a reservation. If you have questions or concerns about our policies, please discuss them with us before making a rental commitment. Once you have read and understand these Terms sign the agreement below and return it with your deposit or payment check.*

### > Reservations

After selecting a Cottage(s) that you are interested in, you may call or fill out the [Contact Us Form](#) on this website. We will respond to you as quickly as possible. If you wish to speed up the process please call us at 616-836-4546. You must call to make a reservation, as we do not take bookings over the internet.

### > Deposits/Payments

When you make a reservation we will let you know the amount of the deposit or payment due. If you make a weekly reservation more than 60 days in advance you will be charged a \$500 booking deposit. This deposit must be received within 7 days, along with a signed copy of this rental agreement, to confirm your reservation. Payment may be cashier/bank check, money order or personal check. If we do not receive payment within 7 days we will cancel the reservation and may rent the cottage to someone else.

Final payment, including applicable taxes and fees, are due 60 days prior to occupancy. Reservations made less than 60 days prior to occupancy require payment in full within 7 days of reservation. Payment may be cashier/bank check or money order only. Personal checks are not acceptable for Final payment.

If a reservation is made less than 30 days in advance of occupancy full payment of all rent, applicable taxes, and fees must be received within 7 days. Payments made less than 30 days in advance must be by cashiers/bank check or money order only. No personal checks will be accepted.

### > Taxes and Fees

All reservations are subject to 6% State and 2% City taxes. Bounced personal checks will incur a \$40 fee and may result in cancellation of your reservation.

### > Cancellations & Transfers

Cancellations made more than 60 days in advance of occupancy will be subject to a cancellation fee of 10% of the rental rate.

Cancellations made less than 60 days prior to occupancy will be subject to full forfeiture of the total rental rate unless we are able to re-rent the property. If we are able to re-rent the property for the entire period, and payment has cleared, a full refund will be made within 30 days, via check.

Transfers between properties will invoke the cancellation policy. Transfers between weeks at the same property are allowed up to 60 days prior to the existing reservation. All cancellation and transfer requests must be completed by a personal phone call with Marywood Manor management. A voice and/or email message, without personal conversation, is not sufficient to avoid missing notification dates.

### > Damage/Cleaning Deposit

For weekly rentals, a \$200 damage/cleaning deposit will be required. This deposit will be refunded at checkout provided no damages have occurred or extra cleaning is required. If damage or cleaning charges are incurred, they will be deducted from your deposit. Charges in excess of the damage/cleaning deposit may be charged to the credit card on file. Any balance due will be returned by mail within 30 days of your departure.

### > Pet Requirements & Fees

If you wish to bring a pet you must make arrangements in advance of your arrival. A \$200 pet damage/cleaning deposit will be required. The renter must also bring a crate or kennel and agree to secure their pet in it whenever the

pet is left alone in the rental. Pets are not allowed on any furniture or beds in the rental. Upon checkout, a walk through inspection will be conducted. If there are no damages or extra cleaning required, the damage deposit will be returned less a \$50 fee for the pets' stay. Any charges for damage and/or extra cleaning will be deducted from the security deposit. Charges in excess of the security deposit will be charged to the credit card on file. Any balance due will be returned by mail within 30 days of your departure.

**> Check-in/Check-out**

Check-in is at the Marywood Manor B & B Office at 236 Mary Street, Saugatuck. Check-in begins at 3:00 pm, guaranteed by 5:00 pm, Eastern Standard Time, the day your stay begins. Check-in arrangements must be made in advance by calling 616-836-4546 (if no answer, please call backup number 616 886-6829).

Check-out time is 10:00 am on the day of your departure. Late checkout charges will be pro-rated against the daily rate, with a minimum charge of \$100.00. Charges will be deducted from your security deposit. Charges in excess of the security deposit will be charged to your credit card. If you have paid a damage/cleaning or pet security deposit you should call management 30 minutes prior to checkout to arrange for inspection of the property and return of your deposit. You should call 616-886-6829 (if no answer, call 616 836-4546).

**> Keys**

One set of keys will be provided for each cottage at check-in. Additional keys may be requested at that time. All keys should be returned to the Marywood Manor Office upon checking out. A fee of \$25.00 will be charged for each key not returned at check-out. This will be deducted from the security deposit and/or charged to the credit card on file.

**> Housekeeping**

Prior to your arrival, the Cottage is cleaned and set up with basic starter products, e.g. toilet paper, paper towels, etc. The renter is to supplement these as needed and maintain the property in a clean and sanitary condition, at all times. When you check out, the property should be in the same general condition as it was found i.e. dishes washed, floors swept, grill cleaned, trash placed in the provided containers, etc. If upon inspection, extra cleaning is required, the cost will be deducted from your security deposit and/or charged to the credit card on file.

**> General Information**

Smoking is absolutely prohibited inside both rental properties. Smoking is allowed outside as long as trash is picked up and no damage occurs to the property.

The maximum number of people who can stay the night and use the amenities during the day is specified in the property listing description. This number may not be exceeded. Violation of the above two policies may result in immediate eviction, with no refunds and forfeiture of all deposits.

Cottages have cable coverage, any purchase of additional streaming media should be billed to your credit card. Any charges made to the property owner's account will incur a \$25 administrative fee in addition to the purchase cost and will be charged to the credit card on file.

Comforters, blankets, pillows and bed pads are provided in both Cottages. Bed linens and towels are provided in some instances. If linens are not included a Linen Packages is available for a fee.

Our cottages do not have telephones. A cell phone is recommended.

Broadband wifi is available in both Cottages. There are also several free wifi hotspots Saugatuck and Douglas area.

**I have read, understand and agree to all of the above Terms and Conditions**

**Renter Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Printed Name** \_\_\_\_\_

**Cottage Name & Rental Dates** \_\_\_\_\_