

Reservation Confirmation, Cancellation and General Policies

RESERVATION AND CANCELLATION POLICIES

50% **Reservation Deposit** is due upon booking. Balance of payment, including Security Deposit, is due upon day of arrival or the next business day. Green Mansions accepts [Visa, MasterCard, Discover](#), Travelers Checks and cash payments.

Green Mansions will accept Personal Checks under the following conditions: All Reservations made over the phone without deposit will be held for seven (7) business days for receipt of deposit payment. A major credit card must be provided to hold the reservation until payment is received. If the deposit is not received in a timely manner, then the next request for the residence will be filled for the specified dates. No charge to the credit card will be made without prior authorization. FINAL PAYMENT: If paying by Personal Check, Traveler's Checks or Money Order the balance of the Reservation Value including the Security Deposit and Cleaning Fee is due on or before 30 days prior to arrival. If this final payment is not received, (we will send a reminder), the Reservation will be cancelled and the **deposit funds will be forfeited**. If paying with a major credit card, final payment is due at the day of check-in or the next business day. If you do not contact the office, payment will be billed to the credit card on file.

Upon completion of the deposit, you will receive an invoice for your deposit, a [Rental Agreement](#) to be completed and returned, driving directions and a Locator Map that will show all of Green Mansions and where your residence is on the property.

Cancellation of a reservation 30 days or more prior to the date of arrival, Green Mansions will provide refund of the deposit, less 5% Cancellation Fee. (Fee equals 5% of the total reservation value; i.e. Reservation =\$1000 Cancellation Fee=\$50.) All other cancellations will result in full forfeiture of deposit.

CLEANING CHARGES - MAXIMUM OCCUPANCY - SECURITY DEPOSIT

Cleaning Fees: 1-bedroom, 2-4 people - \$30.00; 2-bedroom, 2-6 people - \$40.00; 3-bedroom, 2-8 people - \$50.00; home - \$100.00

Cleaning Fees are mandatory and are in addition to the rental rates. Your residence will be clean and in good condition when you arrive. We provide two rolls of toilet tissue per bath, one box of facial tissues per bedroom, bath soap, dish detergent, dishwasher detergent, one roll of paper towels, three garbage bags, three kitchen bags, one basket liner for each waste basket and assorted cleaning materials. If you require additional supplies during your stay, there are local stores with convenient hours. Green Mansions supplies sheets for each bed and towels for each person in the accommodation. If you require additional towels, please come to the office during normal business hours.

The **Cleaning Fee** can be paid at check-in or will be deducted from the Security Deposit. Gratuities are welcome and appreciated by our cleaning staff! For weekly stays during the summer, you may exchange towels at the Laundry Room on Wednesday between 10 am and 2 pm. We suggest that you bring personal preference items such as shampoo, toothpaste, body lotions, hair dryers, etc. We also suggest that you bring beach towels, as Green Mansions' towels are not provided for that purpose.

Maximum Occupancy: Some residences have a sofa bed in the living room. Additional rollaway beds or cribs can be provided on a limited basis for an additional nightly charge. This may help accommodate children in the party. Please review the maximum number of occupants, including children, for the residence selected. Adults, 18 years or older and children, infant-17, are considered in the occupancy maximums. The Security Deposit will be withheld if maximum occupancy is exceeded.

Security Deposit: A Security Deposit is charged at the time of arrival and is refunded either to your credit card or by company check within 30 days after the Departure Inspection. The **Cleaning Fee** may be deducted from this deposit. To avoid loss of security funds, renters are expected to leave the residence in the same physical condition as upon arrival. All garbage and recyclables must be removed and placed in the proper receptacles located near each building. In the event the residence is not left in an orderly condition, the renter will be responsible for expenses incurred as a result of additional cleaning, repair or replacement of missing or damaged property and any undo delay for the next rental arrival based on these problems. Damages in excess of the security deposit will be negotiated with the renter.

GENERAL DESCRIPTIONS & AMENITIES:

Our residences vary from single-level, one-bedroom condos to bi-level, three-bedroom townhouses. They are located in six different areas of the property. The beach, tennis courts, office and laundry room are a short walk from most accommodations, however, ample parking is provided. All Green Mansions living rooms have a wood-burning fireplace to be used with caution. Easy-carry bundles of wood can be purchased at the office during normal business hours. Every residence includes a fully equipped kitchen with a stovetop, oven, full-sized refrigerator, microwave and dishwasher. Some have a washer/dryer combo, but a coin-operated facility is on property. Nearby supermarkets are open convenient hours for grocery, drug and toiletry purchases. All residences have at least one television with a VCR.

Some residences have limited satellite television service. Every residence has a patio or balcony with some type of outdoor grill. Every residence (unless otherwise noted) has **local telephone service**. We suggest bringing a phone card or credit card for long distance calls. Cell phones do not work on Green Mansions property (mountainous terrain). They will work in Chestertown and south of Warrensburg.

Green Mansions residences are not air conditioned. There are either ceiling fans or portable fans in the bedrooms. Press [here](#) to go to the list of items that are furnished in each residence.

DAY GUESTS - PARKING - CHILDREN - SMOKING - PETS

Day Guests: Those individuals who are not registered at Green Mansions, but would like to use the facilities, are accepted at Green Mansions at no extra charge. Please limit your guests to two per residence.

Parking: Residence parking is provided for up to **two vehicles**. Additional vehicles for regular & day guests must park in a designated lot and be registered at the Rental Office upon arrival.

Children are always welcome at Green Mansions! However, children may not be left unsupervised in any rental residence at any time. Parents are also advised to

supervise their children at the lake, tennis courts and along the roadways. Everyone is asked to follow the posted rules at the Beach and Tennis Courts and to follow rules of courtesy while in each residence.

Quiet time at Green Mansions is from 11:00 pm nightly until 8:00 am the next morning. The Security Deposit may be withheld if complaints are received from other occupants. Violators may also be subject to ejection from the property.

Thank You for Not Smoking at Green Mansions. Our owners request that you smoke **outside** the residence. Ashtrays are provided for extinguishing cigarettes and we ask that you do not throw butts in the woods to prevent the risk of fire.

Pets: Although you may see dogs on Green Mansions property, pets are not permitted in any Condominium or Townhouse Residence. **Twin Pine Cottage** (if available) will accept small, kenneled pets, when pre-registered with restrictions and an additional Security Deposit. If you unknowingly arrive with a pet, our staff will be happy to assist you in locating kennel facilities.

IMPORTANT: Green Mansions Rental Management is not responsible for lost personal belongings. We make every effort to search for items that you have left behind. Our Maintenance and Housekeeping Staff have a great success rate for finding misplaced articles! A small handling charge will be required to return items by mail or UPS.

Green Mansions residences are listed for maximum number of people based on safety requirements, as well as hot water and sewage capacities, not just the number of beds. In the case of large parties, wait at least 15-20 minutes between showers for best conditions. 24-7 maintenance is available for emergency situations. Upon check-in, we ask that you inspect the residence carefully. If you find damaged items, need additional linens or amenities, or have any issues with the condition of the residence, report them *immediately*. Call the office and let someone know your problem. There is an after-hours answering machine (494-3721) and emergency home phone numbers are provided at check-in and are posted on the office door. Please call home numbers only if it is an emergency. We will do everything possible to service your needs as soon as possible.

Green Mansions is not responsible for loss of satellite TV, electric service and water supply due to weather conditions or wear & tear breakdown during your stay. No credits will be issued due to loss of any services beyond our control.

Green Mansions is a residential community with guidelines for proper conduct. In the event that any owner or other renter has a legitimate complaint about a renter during their stay, the security deposit will be withheld and further action will be taken, if necessary.

Thank you for your cooperation!