

TOLOVANA INN

UNIT OWNER POLICIES

RESERVATIONS

- 1) The following years reservation forms are mailed to Owners/Unit Managers in March. They are to be completed and mailed to Tolovana Inn by April 30th. This way reservations are assured.
- 2) Additional reservations can be made during the year subject to the availability of the unit. If a guest has reserved your unit, every attempt will be made to place you in a comparable unit.
- 3) Units with multiple owners are only allowed to occupy one unit per night designated as Owner Use. Multiple owners representing one unit who choose to occupy additional units on the same night will be charged the Best Available Rate for the additional unit (s).
- 4) Units with multiple owners will designate a Unit Manager as the person responsible for reservations (booking, changing, & canceling) of the unit.

CANCELLATIONS

- 1) Since many owners make tentative reservations for the following year, **a one week advance cancellation notice** is requested to allow adequate time to rent the unit and maximize the properties revenue when you cancel. *Please note, you will receive a cancellation number. Please keep that number on file as it may be required should there be any discrepancies.*

USE OF ANOTHER OWNER'S UNIT

- 1) Owners may make yearly reservations for only their unit.
- 2) Owners may use another unit when their unit is not available.
- 3) When staying in another unit with a higher rate, the difference in the price of the unit they occupy over their own must be paid in addition to a one time cleaning fee, based on the room type occupied.

OWNERS CLOSET AND KEY

- 1) Owner closet keys are available to the owner at the front office. The owner may pick their key up at check-in and return it upon check-out.
- 2) Work requested on owner's closets is charged on a time and material basis.
- 3) Closets will be subject to periodical inspections.

- 4) No electrical devices are to be left on upon departure. Absolutely no explosive devices or combustible materials are to be stored in the closets (i.e. propane tanks).

OWNER CORRESPONDENCE/DISTRIBUTION

- 1) Correspondence will be mailed to one designated owner (identified as Unit Manager) per unit. Units that have multiple owners will be asked to select a Unit Manager who will be designated to receive correspondence provided by the agent and/or Association. Email correspondence can be provided to all owners who provide their email addresses.
- 2) One rental distribution check and Schedule K-1 will be issued per unit. Units with multiple owners will designate a Unit Manager to receive the distribution check and K-1. It will be the owner's responsibility to distribute funds as they choose among the owners of their unit (s).

CHECK-IN/CHECK-OUT

Check-in is at 4:00 P.M. and check-out time is 12:00 noon.

We request that all owners check in with the front desk regardless of their participation in the rental program to ensure their safety and the safety of all owner and guests in the event of an emergency.

HOUSEKEEPING DURING OWNER OCCUPANCY

- 1) Daily towel and/or cleaning services are available. Please inquire at the front desk for fees.
- 2) Complete cleaning costs at check-out:

		Towel Service	Maid Service
2 Bedroom	\$84.00	\$15.00	\$50.00
1 Bedroom	\$71.00	\$15.00	\$40.00
Studio	\$60.00	\$10.00	\$30.00
Back Bedroom	\$41.00	\$10.00	\$20.00

Any fees unpaid at check-out will be deducted from the unit owner's distribution. *** Fees subject to change.***

- 3) Tolovana Inn is a "smoke free" property. Smoking in the units and/or decks, will result in the occupant being charged a minimum of one night's room and tax. The occupant may be charged additional nights due to the unit being unavailable for rent while it is returned to a "smoke free" status. All associated costs will be charged to the occupant as well, i.e. carpet shampooing, drapery cleaning, upholstery cleaning, etc.
- 4) Owner Pet Fee at a reduced rate of \$10/pet/night. Owners who have designated their units as "pet free", who have pets occupy their unit will be charged a \$200 fee as a pet fee policy violation.

UNIT MAINTENANCE

- 1) Cost of maintenance to units in the rental pool is paid by the General Partnership.
- 2) Owners not in the rental pool who request general repair work will be charged on a time and material basis.
- 3) Every unit owner (or their guest) staying in a unit will be given a Unit Owners Maintenance Card upon check-in. You are encouraged to note any needed maintenance and leave the cards at the front office at check-out so that units may be kept in good repair.

MISCELLANEOUS

- 1) A coin operated laundry is available in the basement of Building 4. Quarters are available at the front office.
- 2) Owners are welcome to use the Conference Room. A 25% discount will be applied to the rack rate. Catering kitchen equipment and supplies are not available for owner use.
- 3) No barbecues are allowed on the decks. Please utilize the two barbecue stations located on the south end of Building One or the south east area from Building Three.