

Frequently Asked Questions

vacationhomeinbranson.com

Do you have WiFi at the house?

Yes, both homes have high speed wireless internet.

Do you have any baby gear?

Yes, we have a pack-n-play, high chair, and umbrella stroller at both homes.

How far is the grocery store?

There are 2 grocery stores in Hollister, just 5 miles away. Country Mart (very good all around grocery store similar to a Schnuck's or Dierbergs) and Harter House (best meats and wine selection) are just off Hwy. 65 at the Hollister exit.

Will you accept shorter stays than the stated minimum nights?

Yes, we will accept shorter stays on occasion. Mainly when your stay is just a couple weeks out, but please ask.

How far are you from Table Rock Lake?

It is a quarter mile walk across the road.

Where is the closest public boat ramp?

Just a mile down the road.

How far to some popular destinations?

- State Park Marina: 5 miles
- Branson Creek Golf: 5 miles
- Branson Airport: 7 miles
- Branson Strip (Hwy. 76): 7 miles
- Downtown Branson and the Landing: 7 miles
- Moonshine Beach: 8 miles
- Shows: 7 to 10 miles
- Silver Dollar City: 15 miles

Where can I buy the best priced show tickets?

The Branson Chamber of Commerce usually has the best prices.

Where can I buy discounted Silver Dollar City tickets?

The Branson Chamber of Commerce sells a 2 day ticket at the price of a 1 day ticket.

What time is check-in and check-out?

Check-in time is 4 p.m., and check-out time is 10 a.m. Early check-in or check-out is a possibility during off season and by prior arrangement only.

Where are you located?

Our homes are located in Branson Canyon, just south of Hollister, MO 65672. You can see a map [here](#).

Do you allow smoking in your vacation homes?

There is NO SMOKING in our homes. If we find that you have smoked in one of our homes, there will be a minimum \$400 fine charged. If you smoke outside, please dispose of your cigarette butts properly in the trash.

May we bring a pet to your vacation home?

There are no pets allowed at Canyon Retreat or Nature's Retreat.

What are the departure instructions?

Please take care of these few things:

- Place all used bed sheets and towels in the laundry room
- Load the dishwasher and start it
- Return all furniture and accessories to their original locations
- Gather all trash and place in the large dumpster down Foggy Bay Lane
- Set thermostat to 76 degrees in the warmer weather or to 68 degrees in the cooler weather
- Check all doors and windows to be sure that they are locked

What forms of payment do you accept?

We prefer e-check or personal check. We do accept credit cards, but a 3.5% administrative fee will be charged to your credit card on file if you choose this option.

What if we need to cancel before we pay the balance?

Cancellations made prior to 45 days of arrival will be refunded, less \$185 booking fee.

What if we need to cancel after our balance has been paid in full?

No refunds for cancellations within 45 days of arrival or for early departure. If your dates are booked by another party, we will gladly refund the amount that the new guests paid.

What if there is a natural disaster or any other unforeseen circumstance that affects our stay?

Although we do everything possible to make your stay as pleasant and carefree as possible, we cannot control or be responsible for the weather or any other unforeseen circumstance that may affect your stay. There are no refunds for natural disasters or other major events that are out of our control.

We highly encourage you to purchase trip insurance to cover your stay in case of a natural disaster or other major event and you need to cancel within the 45 days or depart early. Depending on the type of trip insurance you purchase, you are usually eligible to be reimbursed by the insurance company for the amount that we do not refund.

Do you sell trip insurance?

We do not sell trip insurance, but you can purchase it on your own. A few sites that are easy to use:

- CSA Travel Protection (also available when you book through HomeAway)
- Travel Guard
- Trip Insurance Store

Be sure to carefully read the insurance that you purchase so you know which cancellation reasons are covered and which ones are not.

How do I make a reservation?

Here is a complete walk through of what to do.

Please don't hesitate to call or email me with your questions.

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