

Policies

vacationhomeinbranson.com

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.

Smoking

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.

Pets

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

Damages

Although we never anticipate any damage, your credit card will be used as a security/damage deposit. We will also accept a check in the amount of \$500 in lieu of a credit card. The \$500 security deposit is fully refundable within 30 days of departure provided the following:

- No damage is done to our home or its contents, beyond normal wear and tear.
- No charges are incurred due to contraband, pets or collection of rents or services rendered during the stay.
- All trash, rubbish, and discards are placed in the dumpster.
- All doors and windows of our home are left locked.
- All charges accrued during the stay are paid prior to departure.
- No linens are lost or damaged.
- No early check-in or late check-out, unless prior arrangements have been made.
- The guest(s) is not evicted by the owner (or representative of the owner), the local law enforcement, or the subdivision manager.

Departure

Check-out is 10 a.m. Before your departure, we would appreciate if you would take care of the few following items:

- 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

Payments

E-checks are preferred. Credit cards are accepted, but note there is a 3.5% admin fee that will be charged separately to your card.

If you would like to mail your check, please send to:

VHB LLC
PO Box 214
Union, MO 63084

Cleaning fee is due when booking is made, 50% of rate is due within 3 days of making your reservation, and balance is due before 45 days of arrival.

Cancellation

Cancellations made prior to 45 days of arrival will be refunded, less \$185 booking fee. However, you may use the \$185 toward a future stay, limited to one year after the originally scheduled dates.

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 the new guests paid, less the booking fee.

Weather and other Circumstances

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. 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. Trip insurance is usually a minimal amount and worth the cost. Note that 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 pay through HomeAway Payments)
[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.