



SITKA
TRAVEL

PROPERTIES

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Your vacation time is valuable to us and we want to ensure your expectations are met. With that in mind, take a moment to preview our rental policies and regulations to answer general questions about bookings and rental. Thank you!

Sitka Travel Rental Agreement

Your reservation total includes; rent, and if applicable; bed tax of 6% on your home rental and sales tax (see below) on home rental, tours, and services: Tax info is as follows, additional information can be found on the City and Borough of Sitka's website.

Sales Tax Structure:

6% - April 1st - September 30th

5% - October 1st - March 30th

RESERVING FOR STAYS 29 nights OR LESS

A 35% deposit is required to reserve, with a balance due 60 days prior to arrival. Bookings made less than 60 days prior to arrival must be paid in full. Sitka Travel properties have a 3 night minimum. Shorter night stays are permitted at select properties and upon approval.

RESERVING FOR Extended STAYS - per 30 nights

First 30 nights, rent is due to reserve your rental along with any fees and taxes to secure the reservation. Rent is due at the first of each month per 30 nights going forward after that. To cancel a reservation, we will need 30 days' advance written notice.

Payment Policy

A credit card or check may be used on stays 29 nights or less. On stays per 30 nights, you are welcome to pay via check at no charge. A 4% credit card processing fee is required when paying by credit card.

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Cancellation Policy

On stays cancelled 60 days or greater before arrival will incur a 10% cancellation or change fee. The 10% cancellation fee is based on the total amount of the reservation. A reservation is considered confirmed when the dates are blocked or held for guests. There are no refunds for stays cancelled 59 days or less prior to arrival or after arrival. Island Property Services, dba Sitka Travel, does not refund for cancelled reservations due to weather, cancelled flights, health reasons, or any other reason why a reservation would be cancelled by the guest, on cancellations less than 59 days or less prior to arrival or after arrival. We strongly encourage guests to purchase Travel Insurance.

Unavailability of Rental

If for reasons beyond our control the unit reserved becomes unavailable, we reserve the right to move you to a rental of your preference, of equal or better value, or cancel the reservation and return any rental monies paid by you within 10 business days of notice of its unavailability, whichever you prefer. Neither Christine

McGraw, dba Island Property Services, nor the rental owner, is responsible for any fees beyond what you have paid for the rental.

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Home Description

Please read the home's description for all info, but, unless otherwise listed in the description, all Sitka Travel's properties are fully-furnished, including all bed and bath linens, as well as a fully-equipped kitchen. Utilities, heat, and electric, as well as cable TV and internet, are included. Some homes may have limited internet or cable due to location.

Electricity, Heat, Cable TV, and the Internet are very expensive in Sitka. Movie and music streaming may be interrupted if the guest goes over the data usage for that billing cycle. For Extended Stay Guests -if guests would like additional data added to the plan, please notify our office with a request. If the request can be carried out, the additional data will be an expense to the guest. There is no extra cost for additional data for short stay guests. Guests are responsible and will be charged for pay per view. We want our Guests to be warm and comfortable, but keep the heat down when you are out of the house and close the window if the heat is on. If discovered to have heaters going and windows open at the same time, a "wasteful utility" charge may be added to cover wasteful utility use.

Check-in Procedure

Check-in is at 3:00 PM or later on the day of your arrival. You can head straight to the property anytime after 3:00 PM, you do not need to check in with Sitka Travel prior to heading to the rental.

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Directions to the rental along with the door code to access the rental will be emailed two weeks prior to your arrival. Housekeeping and maintenance personnel provide services to each home between occupancy in order to prepare for incoming guests. Sometimes, due to unforeseen circumstances, the home may not be ready right at 3:00 PM. This rarely occurs, but we do apologize in advance if it does happen.

**To request an early check-in, call our office a week or so prior to arrival to see if the property will be ready for an earlier than 3:00 PM check-in. If the home is ready early, then we offer a complimentary check-in.*

Check-Out Procedures

Check-out time is 10:00 AM on the date of your departure. Follow instructions left in the rental as to what to do upon departure.

**To request a late check-out, call our office one day before your departure to see if a late check-out is available. If no guest is scheduled to arrive on the day of your departure, then we offer a complimentary late check-out.*

Access Policy

Guests shall allow Homeowners access to the property for purposes of repair and inspection. Homeowners shall exercise this right of access in a reasonable manner and by giving 24 hours unless the guest contacts us requesting immediate repair. For stays, 30 days or longer, Sitka Travel or the homeowner shall have the right to inspect once monthly for mold and will give 24 hours notice.

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Lost & Found Policy

Sitka Travel and/or the property owners are not responsible for personal property left behind, stolen, or damaged during your stay. Every attempt will be made to locate lost items, but there is no guarantee that they will be found. Upon check-out, make sure and take all belongings and check the property carefully. Never leave valuables (cash, wallets, jewelry, cameras, etc.) unattended. If you find that you have left something behind, then call our office at 907-738-0176 and we will attempt to locate the items. There is a \$25 minimum shipping charge on all returned items. Items are held for 30 days and then donated to charity.

Cleaning Policy

All Sitka Travel vacation rental homes are stocked for your arrival with paper products including tissue, toilet paper, napkins, dish soap, laundry soap, and dishwasher detergent. See the individual home amenity list for more details about the home you are renting. Beds are ready and made for your arrival except for trundles, futons, sofa

sleepers. Additional bedding for each will be provided in the rental, however. Upon departure, please do not launder towels and sheets in the home - our housekeeping will do that. Some properties may require a mandatory departure cleaning fee, please check each individual rental for more info.

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Leave the home in the same general condition as you found it. Staff arrives upon your departure to thoroughly clean and inspect the home.

For stays 30 nights or longer there is a \$300 cleaning fee required.

Any charges for excessive damages are charged to the credit card on file.

All food and drink spills should be cleaned up as they occur. Food and drink spilled on carpet will be considered damaged, not normal wear and tear, and additional cleaning charges for professional cleaning will be charged to the card on file.

Please empty the refrigerator. Load and start the dishwasher with any dirty kitchen items.

Additional housekeeping charges may be applied if the home is in need of extra cleaning attention, and is charged to the credit card on file.

Fish Policy

Sitka is a fishing community and we love our fish. But, NO FISH PROCESSING inside the rental; at no time is anyone

to bring a fish in for cleaning/processing. Fish processing should be done at the docks, which all have processing sites setup. Failure to heed this will result in an additional cleaning fee, which can range from \$100 and up, depending on the amount of cleaning needed. If possible please fish, crab, and other seafood outside.

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Pet Policy

Pets may not be left unattended in homes, garages, vehicles, or outdoors anywhere around the rental.

Due to the homeowner or guest allergies, or the personal preference of homeowners, certain homes do not allow pets of any size.

“Pet Friendly” homes are available, with two (2) pet maximum per home. A \$50 to \$100 (plus tax) pet fee is added for the stay per pet. Pets are not allowed on furniture or in beds unless covered with a pet sheet that is provided in the rental. Guests are solely responsible for the behavior of the pet and any damage caused by the pet and must follow guidelines given upon check-in.

If Sitka Travel discovers that a pet has been or is still in a home without prior approval, a \$350 fee may be charged for pest control, deep cleaning, and damages. Pick up all pet waste. If waste is not picked up in the yard of the home, then \$50 is charged to the credit card on file.

Smoking Policy

All Sitka Travel's Vacation Rentals are Non-Smoking Rentals: If you smoke inside, your credit card WILL be charged to have all bedding, curtains, carpets and walls washed down and disinfected, as well as a minimum of 2 days ozone treatment to remove odors. The average price to be charged is \$600, but depending on the size of the home it may be more. Delete and replace with:
Please smoke away from the property. Dispose of all cigarette butts in an appropriate place. Do not leave on the ground.

Guest Behavior

Guest agrees to leave the room/home in the same condition as found and to return keys (if applicable) upon departure. Most rentals have push-button security codes. If your rental has a key, failure to return the key will result in a minimum of \$50 fee for replacement.

Number of Guests

The number of Guests shall not exceed the number of Guests on your rental agreement/invoice. People other than those in the Guest party set forth above may not stay overnight in the property without our office, and/or the owner's approval. If more people are found to occupy premises than on the rental agreement, you may be evicted without a refund, or, if allowed to stay, you must agree to pay for the additional people at a rate of \$50 per person, per stay for anyone over 2 years of age. If you exceed the number allowed by the city license, you may

be evicted or moved and charged for the higher rental. If evicted, your reservation will not be refunded.

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Disturbance Policy

We want all of our guests to have a good time, but keep in mind that our homes are in residential areas, and as such, behavior should be considerate. If the owner or neighbors are disturbed by your behavior, you may be asked to quieten down or be asked to leave. If asked to leave due to disturbing behavior, you will not receive a refund. This is a family-oriented property. If a house party develops, all vacationers will be asked to leave immediately without a refund. This policy will be enforced without exception. Groups renting under false pretenses will be evicted without a refund. Over occupancy is considered a **SERIOUS VIOLATION** of the rental agreement. Hosting parties, or subletting are not permitted and are Grounds for Eviction.

Hot Tub Policy

Some of our rentals have hot tubs. If the one you are renting does, the following rules apply. No children under the age of 12 permitted in a hot tub at any time without adult supervision. When using the hot tub, remember there is a certain health risk associated with this facility. Use at your own risk. Our housekeepers sanitize and replenish chemicals in all tubs prior to your arrival; therefore, it may not be warm until later that evening. **DO NOT STAND ON THE HOT TUB COVERS.** Hot tub covers

are for insulation purposes and are not designed to support a person or persons. They will break and you WILL be charged for replacement. Cost average \$600.

Remember when not using the hot tub, leave the cover on so the hot tub will stay warm.

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Water Access

In homes that are located on or near the water, all water-related activities, such as, but not limited to; swimming, kayaking, boating, fishing, walking, wading, beach-combing, is at your own risk. Neither Island Property Services, Sitka Travel nor its Owners nor the Homeowner, may be held responsible for harm that may result from these activities.

Bike and Kayaks

Some of our rentals offer free use of kayaks and bikes. If the rental you are renting has these available, the following rules apply; No one under the age of 12 may use them without adult supervision. Both bikes and kayaks offer certain risk hazards, such as falling and drowning. Use at your own risk. In the event that either is damaged, please be sure to report the damage.

Permissions

Sitka Travel reserves the right to enter the premises, if the need arises, without permission. We make every attempt

to contact the guest to inform them of the purpose and duration of time we will be in the home.

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Owner Disclaimer

Island Property Services, dba Sitka Travel is owned by Christine McGraw, Licensed Alaska Real Estate Salesperson, License Number 206273, Anchor Properties.

Injury

Neither Island Property Services dba Sitka Travel nor the individual homeowner has any liability to you or your family, or accompanying guests (collectively "Guests") for any injury, loss, damage to property of any Guest, personal injury, or bodily injury of any Guest arising from your stay at one of our Sitka Travel properties.

You will defend and indemnify the homeowner and Sitka Travel, and hold them harmless, from and against any loss, cost, damage to property, personal injury or bodily injury, liability or expense (including attorneys' fees), or any third-party claim for any of the foregoing (collectively, "Loss") that may result from the behavior of any Guests or the non-compliance by any Guest with any of these Terms and Conditions (specifically including without limitation Loss caused by any animal owned by or in the care of you or your Guests, or violation of the Pet Policy) during your stay at a Sitka Travel property, except to the extent the Loss is caused by the negligence of any indemnified party.

Island Property Services LLC dba Sitka Travel is an agent for the owner, not an owner or tenant. As an agent, Sitka Travel has the authority to act in the best interests of the homeowner in any and all situations. Each home is privately owned, including furnishings and appliances. Rules and regulations are on record with the owner and Sitka Travel and are given to each guest prior to check-in.

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By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premise.

This agreement shall be governed by the laws of the state of Alaska. Each of the parties irrevocably consents to the exclusive personal jurisdiction of the federal and state courts located in Alaska, as applicable, for any matter arising out of or relating to this Agreement.

Vacation Rentals in Alaska are governed by the Hotel/Motel laws, where a guest is ensconced in a rental, failure to pay on the agreed-upon dates may result in eviction with no more than 24-hour notice. Vacation Rentals are considered hotels and are governed as such.

Your Agreement

By accepting this rental agreement, you must hereby promise to pay by check, cash, or credit card, in which case, you give permission to charge your credit card for the amounts as agreed upon in the payment schedule. You agree that all rental monies are non-refundable per the cancellation policy above. By clicking I agree, you are

saying "I have read my rights to purchase travel insurance and have chosen to purchase or not purchase at my own discretion through Sitka Travel or, through or outside vendor. By signing or accepting this agreement online or in person, you are agreeing to all the rules and regulations as set forth within it.

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