



BIG BEAR RESORTS, INC. GENERAL POLICIES

The lessee has accepted Big Bear Resorts, Inc. Rules and Regulations listed below:

1. **Quiet Hours:** 11:00pm – 7:00 am
2. **We hold our guests financially responsible for each and every day that they have contracted with us for reservations.**
3. **Cancellation Policy:** If you cancel more than 30 days out, you receive your deposit less a 20% administration fee. If you cancel less than 30 days out, you lose your deposit.
4. **Deposit Policy:**
 - Accommodations:** There is a one night's stay charge deposit for reservations 3 days or less. For reservations 4 days or more, there is a set charge deposit by the resort. The room charge will also have 3% Room Tax, 1% Transient Room Tax and 6% Sales Tax added. Deposits are due within 10 days of the reservation made date.
 - Campground:** There is a one night's stay charge deposit for reservations less than 3 days. Weekly charge deposit is \$100. Deposits are due within 10 days of reservation made date.
 - Marina Boat Rental and Slip Rentals:** Boat rentals and boat slips are paid in full at the time of reservation. There is no refund due to weather.
 - Security Deposits:** Security deposits are taken on condo rentals, boat rentals and pets in units. These are taken at the time of arrival and are for damage recovery. Once the unit or boat has been inspected, security deposits will be refunded within 48 hours.
5. **Check In/Out:**
 - Accommodations:** Check in is late afternoon. Check out is 10 am. There is a \$25 per half hour fee for late checkouts.
 - Campground:** Check in and out is 1:00pm

6. **Smoking:** All of our units are **NON SMOKING**. You will be charged a \$250 fine if there is smoking in the unit
7. **Guests/Visitors:** A guest charge of \$6 per day per person is applicable to all visitors and is payable at the marina or resort office. All vehicles must have visible car tags in the windows at all times or they will be subject to towing for trespassing. If they stay overnight in a unit, there is a \$20 charge plus tax.
8. **Pool and Beach:** The pool is reserved for the use of our registered guests. Guests use the pool at their own risk. There are no lifeguards at the pool or beach. State law requires that children 17 and under must have an adult with them at all times
9. **Pets:** Each pet per campsite or cottage generates a \$5.00 per day fee. Guests must follow the rules and pay for their pets. You may walk your pets throughout the resort but they may not enter the bathhouse. It is the Lessee(s) responsibility to inform their guests before they arrive of these rules. Aggressive dogs of ANY breed are not welcome. If your dog shows behavior that is protective or aggressive, leave them at home. The resort will ask you to leave with no refund if your pet displays any of these behaviors. All pets must be under the control of their owners. Pet excrement is to be picked up immediately. There are 3 designated pet walk areas with disposal bags. They are by the bathhouse, by Cottage 26 and by the basketball court. **All pets must have a current Veterinarian Certificate of Vaccination on file at the resort office.**
10. **Groups:** Any group of 3 or more units reserved will be paid in full, in advance, 30 days prior to the reservation date. A signed contract is mandatory for any group over 3 cottages.
11. **Damages:** Any damages to rental units or resort property, beyond reasonable wear and tear, will be the responsibility of the Lessee(s).
12. **Drivers on Big Bear Property:** Motorized vehicles, including but not limited to battery and gas powered golf carts, 3 & 4 wheelers and mopeds, will be driven by licensed drivers only 16 and over on the roads of Big Bear Resorts, Inc. We reserve the right to question anyone we may suspect may not be abiding by this rule. This is a requirement of our insurance carrier. Speed limit is 10 mph. No vehicles may be driven on the grass
13. **Firearms:** No firearms are allowed on Big Bear Resorts, Inc. property.
14. We cannot be responsible for fire, theft, accident or injury to our guests or their property
15. **Children:** There is no charge for children 6 and under. Crib and high chair rentals are \$15 for up to a week.
16. **Alcohol:** This is no longer a dry county as of 7/28/15! Beer is sold at the marina store. There is an open container restriction in the marina store as we are now a licensed Malt Beverage store. Liquor and wine supplies are available within the county. **While alcohol use is allowed, public intoxication is not.**