

# Hummingbird Haven

## Pagosa Springs, Colorado

Mary & LeRoy Knopfle, Owners  
3303 Marshview Dr. SW  
Supply, NC 28462

[www.myhummingbirdhaven.com](http://www.myhummingbirdhaven.com)

910-842-3211 or 352-359-4999

Fax 910-842-3211

Email: [mknopfle@atmc.net](mailto:mknopfle@atmc.net)

## RENTAL POLICY AND AGREEMENT

This agreement constitutes a contract between the Guest(s) and Mary & LeRoy Knopfle, owners of Hummingbird Haven. Please read in its entirety. Requested information is time sensitive and failure to respond could result in the loss of your cabin reservation.

**PLEASE SIGN, KEEP A COPY FOR YOUR RECORDS AND SEND OR FAX THIS AGREEMENT ASAP. THANK YOU!**

**CHECK-IN TIME is 4:00 PM.** If the cabin is ready, earlier arrival will be allowed. We often do not know until just prior to your arrival if you will be able to check in early. If you wish to check in early, please call 910-842-3211 or email Mary Knopfle at [mknopfle@atmc.net](mailto:mknopfle@atmc.net) to confirm that it is possible. Unless you are otherwise notified, the cabin will be unlocked for you just prior to your arrival at 4:00 PM and the keys will be on the dining table. If for some reason the cabin is locked, go to the Eagle Inspection (Frakes) house (on map), onsite property managers, or call 970-264-4840 or 910-842-3211. A confirmation, receipt and maps to cabin and the property managers' house will be sent after your reservation is paid in full.

**CHECK-OUT TIME IS 10:00 AM.** Late check out is not allowed without prior approval and cannot be allowed when the cabin is booked the same day, because the cabin must be cleaned.

**CHECK-OUT PROCEDURE** is in the binder on the kitchen counter. When checking out, please call (970) 264-4840 and leave a message, leave the keys on the dining table and lock the cabin. The property managers will pick up the keys and inspect the cabin after 10:00 AM. Leave all used linens on the floors for the cleaning people. Please leave your trash in the cabin with the tops of the bags tied closed. We ask that you please wash, dry and put away all dishes, pots, pans, and kitchen utensils. If you feel it is necessary to rearrange furniture during your stay, please return to its original position. Our cleaning crews are not able to move furniture. If a handyman has to be called to put it back in its place, there will be an additional charge. The gas fireplace is on a thermostat, please set it to 50 upon your departure and turn off all 3 electric wall heaters (Bath, Bedroom and Behind Hutch with dishes). If you have any questions about trash or check out procedures, please call 970-264-4840 or 910-842-3211. If you mistakenly take home a key, you will be charged \$10 for replacement.

**RESERVATION REQUIREMENTS:** To secure a reservation, this reservation agreement must be mailed, faxed or emailed to Mary Knopfle, Hummingbird Haven owner, within 15 days of booking. A deposit in the amount of 50% of the total rental fee must also be paid within 15 days of booking. This can be paid by credit card, check, cashiers check or money order payable to Mary Knopfle. **If, both agreement and deposit are not received within 15 days of booking, your reservation will be terminated.** A \$35 service charge will be incurred for any returned checks.

A security deposit of \$150 is due with the deposit and will be refunded within 15 days of check out date, if there has been no damage and/or no furnishings are missing during your stay.

The cabin is checked after each stay. If you find something broken or damaged when you arrive, you must contact us immediately. Call John Frakes-Eagle Eye Inspection at 970-264-4840 or Mary Knopfle at 910-842-3211. If you do not do this, you may be held responsible for the damage and some or all of your security deposit may be withheld.

If the carpeting needs to be cleaned after your stay, a carpet cleaning charge will be deducted from your security deposit.

**Your final payment is due 30 days prior to your arrival** and can be made by check, cashiers check, money order or credit card.

**CANCELLATION:** Deposits are non-refundable without a notice received at least 60 days prior to the arrival date. Notice must be written, and mailed, faxed or emailed to Hummingbird Haven owner, Mary Knopfle. Telephone messages are not acceptable. If you cancel 60 days or more prior to your arrival date, you will only be charged a \$50 cancellation fee.

We realize emergencies happen and if there is a cancellation 60 days or less before your arrival date, we will refund any portion of the stay that we are able to re-book. We do not refund any portion of the rental fee should you have to leave early or because of inclement weather.

## RENTAL POLICY AND AGREEMENT (CONT.)

**TAXES AND FEES:** A cleaning fee of \$75 is required for all rentals. Applicable taxes are 2.9% State tax, 4% County tax and 1.9% Lodging tax for a total of 8.8% on all rentals.

**CONFIRMATION:** Confirmation of the reservation will be mailed, faxed or emailed upon receipt of the reservation advanced payment and a signed reservation agreement form. Please read the confirmation for accuracy of dates, mailing address, number of adults and/or children and accommodations. Report any errors to Mary Knopfle within seven (7) days of mailing. Pay close attention to the number of persons on the confirmation. Occupancy is limited to REGISTERED GUESTS ONLY. Absolutely no overnight visitors are allowed without prior arrangements made in writing to Mary Knopfle.

**TRASH:** If you fill up the trash cans and would like to empty them during your stay, you can take the trash to the city dump (sorry we have no trash pickup, the cleaning service removes the trash after each guest leaves). Do not leave your trash outside as we have bears and other critters that will open the bags and may also attempt to come into the cabin for more yummy trash. Here are directions to the dump: Take 160 West – go through town until you get to 8<sup>th</sup> street – turn left onto 8<sup>th</sup> – continue on 8<sup>th</sup> until you come to the stop sign (Apache/Trujillo Rd), turn right and go approximately 1 ½ miles and the dump-transfer station is on the left. The hours are 11:00 AM until 5:00 PM Tuesday through Sunday, closed on Monday. There is a \$2 charge per load (2 tickets @ \$1 each required) and tickets can be purchased at the City Market downtown or the Bank of Colorado on the West side of town. Please note that tickets cannot be purchased at the dump.

**SNOW REMOVAL:** If there is a plow-able snowfall, 4 inches or more of wet snow, Doug Hampton will snow plow the driveway. For your convenience, there is a snow shovel in the laundry room and snowmelt granules (in the small barrel outside the door) that may be sprinkled on the steps and walkways.

**KITCHEN:** All cookware, appliances, dishes and utensils are provided. Please do not put any oils or grease of any kind into the kitchen sink drain. Cool grease and pour into the trash. **Any grease will freeze and clog the drains.** Please put all kitchen waste into the trash. If you have any plumbing problems please contact Mr. Frakes as soon as possible at 970-264-4840. If the BBQ grill runs out of propane, please also call Mr. Frakes to replace the tank.

**LINENS:** The cabin is supplied with bed linens, towels, blankets and pillows. These items are not changed during your stay. Your initial supply of paper products, soaps, detergents and trash bags are provided. Maintaining the cabin with the essentials is up to you.

**GAS LOG FIREPLACE:** During the winter months, the cabin's main source of heat is the gas log stove and radiant electric heat. The stove is on a remote thermostat on the end of a log before entering downstairs bedroom. Directions for operating are posted above the thermostat. **DO NOT TRY TO OPEN THE GAS LOG STOVE. DO NOT PUT WOOD INTO THE STOVE,** it only uses special cement logs. The gas log stove exterior gets extremely hot (as with most heating units). Please keep all fabrics and other flammable items at least 2-3 feet away from it. Do not lay any flammable items on the hearth next to the stove to try and dry them. It will quickly melt ski jackets.

**TELEPHONE CALLS & INTERNET ACCESS:** The cabin is equipped with a telephone. All long distance calls are to be placed by credit card, 800 or calling card. See Cabin Guidelines in cabin for instructions on accessing free high speed internet.

**NON SMOKING:** The cabin is non-smoking. Anyone smoking in the cabin will be asked to leave, payment for the stay WILL NOT be refunded and you will be charged \$25 for ozone treatment and any necessary extra cleaning. Smoking is only permitted outside and littering is not allowed. Please note we are in a high fire danger area.

**REPAIRS – SERVICE CALLS:** We cannot guarantee against mechanical failure of heating, TV's, Satellite Receivers, DVD players or other appliances. Please report any equipment that is not operating properly. We will make every effort to resolve the problem as quickly as possible. Should a repair person make a call to a cabin and find the equipment in working order and the problem was due to Guest(s) oversight or neglect, the charge for the service will be the Guest(s)' responsibility. All maintenance repairs must be reported to John Frakes – Eagle Eye Inspection at 970-264-4840 or Mary Knopfle at 910-842-3211. Guest(s) understand and agree that Eagle Eye Inspection or its repair people might need access to the cabin for the purpose of making the repair.

**GUEST BOOK:** If you like...please sign the guest book and include any comments or suggestions, or email us after your stay with any comments for our online guest book.

**RENTAL POLICY AND AGREEMENT (CONT.)**

**Please read, sign, keep a copy for your records and return this entire agreement by fax (910) 842-3211, email ([mknopfle@atmc.net](mailto:mknopfle@atmc.net)) or postal mail. Your reservation is not confirmed until we receive this completed form and deposit.**

Please call or email if you have trouble faxing. As soon as we receive your fax we will send you a confirmation by email. MAKE ALL CHECKS PAYABLE TO: Mary Knopfle

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By signing this, I have read and fully agree to all the above policies and to hold harmless from any responsibility or liability, Mary & LeRoy Knopfle, owners, resulting from any loss, damage or personal injury incurred by any Guest on the rental cabin premise.

\_\_\_\_\_  
Print Guest Name

\_\_\_\_\_  
Guest Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Total Adults in Party                      Total Children in Party                      Children's Ages

\_\_\_\_\_  
Arrival Date                      Departure Date                      Number of nights

How did you hear about us? \_\_\_\_\_

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