



Hello,

Welcome to Big Bear Cool Cabins! Known for our outstanding service and performance, we strive to not only meet, but to exceed the expectations of both our guests and homeowners.

Big Bear Cool Cabins markets your property aggressively both online as well as through traditional avenues such as newspapers, brochures, TV, radio, and more. Guests can book online or call the office and book with a reservationist. We provide service 7 days a week, year-round including holidays.

Big Bear Cool Cabins commission depends on the property, on the base rent amount. At no charge to the homeowner, we also arrange for housekeeping, towels, and linens for our guests as well as provide the basics such as toilet paper, paper towels, tissues, dish soap, laundry soap, etc. As an option, these services can also be provided for owner stays.

All of our properties are listed at www.bigbearcoolcabins.com. Homeowners can check out upcoming reservations, income and expenses posted on statements as well as easily block off dates for their own use right online anytime, day or night.

With an outstanding and trained staff including management, reservationists, housekeeping, maintenance, and spa servicers, etc., we are here to provide exceptional service to both our guests and homeowners.

A few of the many areas that Big Bear Cool Cabins stands apart:

- ❖ Open 365 days a year
- ❖ 24 hour emergency service to homeowners and guests
- ❖ Full service including spa service, housekeeping, maintenance, snow plowing, and more
- ❖ Direct deposit offered for owner checks
- ❖ Open done prior to guest arrival
- ❖ Post housekeeping inspections
- ❖ 3 free owner cleans per year
- ❖ Texting ability
- ❖ Online calendar, statements and booking capabilities for homeowners
- ❖ Family owned and operated

We look forward to working with you. Thank you for choosing Big Bear Cool Cabins.

Sincerely,
Alisa Armstrong
CEO

Home Preparation List

The following lists of items are the basic necessities that we require to be in the property for all of our vacation rentals. Additional amenities provided by the owner to benefit the comfort of all guests is encouraged and will help to ensure a successful rental. Please be sure to remove food, alcohol, personal items and items of sentimental value to you

All homes must be fully equipped with smoke detectors in all living areas, as well as each bedroom. Every home must also have one carbon monoxide detector, one fire extinguisher per level and one power failure light per exit door.

Living Area

- ❖ Couch/Chairs
- ❖ Coffee Table/End Table
- ❖ Smart TV or Cable
- ❖ Hearth Rug
- ❖ Fireplace Tools
- ❖ Metal Ash Bucket

Each Bedroom

- ❖ Comforter(s)
- ❖ Blanket(s)
- ❖ Pillows(s)
- ❖ Mattress Cover(s)
- ❖ Plastic Hangers
- ❖ Flat Screen TV (suggested)
- ❖ Nightstand w/Lamp

Each Bathroom

- ❖ Mirror
- ❖ Toilet Plunger
- ❖ Small Garbage Can

Suggested Items

- ❖ Hair Dryer
- ❖ Iron
- ❖ Ironing Board

Kitchen

- ❖ Dishes: Plates, Bowls, etc.
- ❖ Cups: Plastic, Glass, Wine etc.
- ❖ Silverware, Cutting Knives, and Steak Knives
- ❖ Pots and Pans
- ❖ Crockpot
- ❖ Rice Cooker
- ❖ Cookie Sheets, Baking Sheets, and Baking Dish
- ❖ Microwave, Toaster, and Blender
- ❖ Tea Pot, Coffee Maker, and Mugs
- ❖ Measuring Cups and Measuring Spoons
- ❖ Serving Bowls and Storage Containers
- ❖ Can Opener, Bottle Opener, and corkscrew
- ❖ Serving Pieces, Spatula, Ladle, and Tongs
- ❖ Ice Cube Trays
- ❖ Salt and Pepper Shakers
- ❖ Potato Peeler and Grater
- ❖ Colander and Plastic Cutting Board
- ❖ Garbage Can
- ❖ Pot Holders and Oven Mitts

Miscellaneous

- ❖ Door Mats
- ❖ Mop, Broom & Dustpan
- ❖ Fans (not required if home has A/C)
- ❖ Bagless Vacuum Cleaner
- ❖ Patio/Deck furniture
- ❖ Barbecue (drip pan if charcoal)
- ❖ Snow Shovel and Bucket with Sal

Information

City Ordinance Information

There is both an initial city inspection as well as an annual inspection that your home must pass in order to be rented on a vacation basis. Our maintenance staff is extremely familiar with the city requirements. Any requirements necessary to bring the home into compliance can be taken care of by Big Bear Cool Cabins and billed to your monthly statement or taken care of by the owner. If your home is in the City of Big Bear Lake, it will need to be registered with the city as a vacation rental property. There is an initial fee of \$235* plus \$60 Labor Fee. The initial inspection fee will be required to be paid by the owner. We will submit your payment to the city with the proper paperwork. When your annual fee is due, this will be paid by Big Bear Cool Cabins and will appear as a deduction on your monthly statement of \$235* plus \$60 Labor Fee.

County Ordinance Information

There is both an initial county inspection as well as a bi-annual inspection that your home must pass in order to be rented on a vacation basis. Our maintenance staff is extremely familiar with the county requirements. Any requirements necessary to bring the home into compliance can be taken care of by Big Bear Cool Cabins and billed to your monthly statement or taken care of by the owner. If your home is in The County of San Bernardino, it will need to be registered as a vacation rental property. There is an initial fee of \$667* plus a \$60 Labor Fee. The initial inspection fee will be required to be paid by the owner. We will submit your payment to the county with the proper paperwork. When your bi-annual fee is due for renewal, this will be paid by Big Bear Cool Cabins and will appear as a deduction on your monthly statement of \$401* plus \$60 Labor Fee.

*Should the City or County Inspection fees be raised, you will be responsible for the higher fee when we submit the application.

Owner Portal

Statements and other rental information can be viewed using Owner Portal on the Big Bear Cool Cabins website. Please login using your email address and then set up a password.

Checks and statements

Statements are posted online around the 10th of each month. Checks are mailed by the 15th of each month. Please provide us with a voided check or deposit slip if you'd like direct deposit. The statement will include information for reservations that departed the previous month.

Insurance Info

Appropriate property and liability insurance is required with a minimum of 100,000 in coverage. Please add Big Bear Cool Cabins, Inc. as additionally insured. Most companies will add that at no additional charge. Please consult your insurance agent to be sure that you are adequately covered. Higher limits may be recommended. Please submit a copy of the policy to Cool Cabins.

Owner Stays

Dates can be blocked off for the owner and/or owner guest. Owner has the option of cleaning or having our housekeeping clean. A fee does apply if we clean based upon size, number of bedrooms, etc. During busy Winter months (mid-December through February), Owner Stay cleaning fees are doubled due to the amount of overtime required for housekeeping. If homeowner cleans, the house must be left guest ready – sheets clean, beds made, supplies replaced, etc. Our housekeepers clean automatically after the owner guest. Owner guest can pay the clean fee directly to us or the fee will be deducted from the owner statement.

Spa Servicing

\$75 per month for the weekly service plus \$20 for extra services needed. This includes cleaning the filter, chemicals, and cleaning and vacuuming the inside of the spa. Hot tubs must have weekly spa service and must be serviced again if multiple guests are in during the same week. Filters are changed as needed and billed to the owner. With rentals, dump and fills are typically necessary twice per year and will be done automatically when necessary. There is a \$65 charge for this. You are welcome to use another spa service company if you prefer. Be sure they provide service 7 days a week and check their rate for a weekend service call. All spas must be secured with a chain and lock. If not done by the homeowner, we will put on the chain and lock. A \$75 charge will be deducted from the owner statement. This is required per city ordinance as well as necessary for the safety of our guests and others.

Snow Removal

We can set this up for you or you can provide us with the information of the company handling that service for you. City ordinance requires the removal of snow quickly.



Exclusive Right to Rent on a Vacation Basis

This agreement is entered into on this day _____ by and between _____ (“Owner”) and Big Bear Cool Cabins or its assignee (“Agent”). Owner hereby grants to Agent the exclusive right to rent the subject property located at _____ commonly known as _____ (the “Property”) on a vacation rental basis. Owner shall have the right to use the property with advance notice to Agent, provided that the Property has not already been rented and/or is not already under contract to rent. Owner agrees that Agent will receive _____% of the rental income collected. Owner agrees to notify Big Bear Cool Cabins of all monetary reservations made by the owner and agrees that Agent will receive _____% of the rental income collected for these referral reservations. Agent shall collect taxes and retain booking and housekeeping fees from the guest and cancellation fee when applicable. Agent is not responsible for any damage to the Property or its contents, theft, or other loss in excess of \$300. Agent will, at no cost to Agent, assist the Owner in recovering costs to replace or repair damage to the Property. With a lost chargeback, the rent amount will be due back from the Owner. Owner agrees to participate in marketing of their home and Big Bear Cool Cabins by providing use of the Property without monetary compensation for up to three nights per year (non-holiday).

_____ *Yes, I want to participate in company promotions.*

_____ *No, I do not want to participate in company promotions.*

It shall be Agent’s responsibility to:

- ❖ Use due diligence to locate and secure vacation renters to rent the Property.
- ❖ Determine nightly rates and adjust them in its sole discretion to meet market conditions.
- ❖ Take all reasonable steps to enforce collection of rental monies.
- ❖ Pay expenses involving the making of the reservations, marketing/sales programs, and credit card fees.
- ❖ Arrange housekeeping, towels, and linens for the guests.
- ❖ Pay to the Owner, by the 15th of the following month, the rental income collected minus expenses for repairs, maintenance, or expenses incurred by Agent on behalf of Owner.

It shall be Owner’s responsibility to:

- ❖ Be completely responsible for the safety of the Property.
- ❖ Pay utility and service bills including but not limited to electricity, gas, water, spa service, etc. (Snow plow service to be set up on an automatic plow list.)
- ❖ Make or arrange to be made any repairs, spa servicing, snow removal, and cleaning (other than routine housekeeping arranged by Agent) as needed to maintain the Property in a safe and aesthetic condition. Agent has the right but not the responsibility to authorize service, maintenance and repairs needed. Owner agrees that Agent is not responsible for acts, defaults, or negligence on the part of repair people or employees. Hourly work done by our maintenance crew is \$45 per hour with a minimum \$30 charge. Service companies will be hired as necessary and fees will be deducted from Owner’s rental income and a minimum of 10% (minimum \$10) administrative fee will apply. Homeowner contact will be made when possible for repairs over \$100. Owner agrees that Agent can authorize, at the owner’s expense, repairs necessary to protect the Property from damage or prevent damage to life or to the property of others.

Owner Initial _____

- ❖ Indemnify, defend and hold Agent harmless from and against any and all liability, loss, damage, cost and expense, including reasonable attorney's fees and judgments arising from injury to person or property, or both, sustained by anyone in and about the Property or in connection with the rental of the Property.
- ❖ Owner shall at all times maintain liability insurance. Covering personal injury, property, and loss of rental income. Owner shall provide evidence of such insurance upon request.

Owner Initial _____

Big Bear Cool Cabins participates in many 3rd party sites such as VRBO, AirBNB, Booking.com, etc. The commission charged from these sites (5%-15%) is taken off the rent prior to the owner/agent split. Please confirm you want your home listed on these sites.

_____ Yes, I want to have my home listed on 3rd party sites

_____ No, I do not want my home listed on 3rd party sites

Big Bear Cool Cabins charges each guest a Damage Waiver. This damage waiver covers accidental reported damage up to \$1000 as well as common replacement items such as water glasses, wine glasses, shower curtains, silverware. It does not cover/repair or replace expenses due to increased use and wear and tear common for a Vacation Rental.

_____ I understand the coverage from the Damage Waiver fund.

_____ Batteries and Light Bulb \$95 Annually - Includes replacement of all standard light bulbs and batteries.

_____ Heater Filter/Cleaning \$45 Twice Annually - Includes heater filter replacement and/or cleaning of heater.

_____ Ice Melt \$35 Annually - Includes ice melt use for winter season as needed.

This agreement shall become effective as of _____ and continue thereafter until canceled by either party upon thirty (30) days written notice. By signing below, the Owner agrees to all terms and conditions of this agreement.

Print _____ Owner Signature _____ Date _____

Print _____ Agent Signature _____ Date _____

Property Owner Information

Owner Name(s): _____

Additional persons authorized on account: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Cell Phone: _____ Alternate Phone: _____

Email Address: _____

Emergency Contact: _____ Phone: _____

Name of Vacation Rental: _____

Property Address of Vacation Rental: _____

Who referred you so we may thank them: _____

Authorization Agreement for Direct Deposit

COMPANY NAME:
Big Bear Cool Cabins, Inc.

Property Name: _____

Automatic Deposits

I (we) hereby authorize Big Bear Cool Cabins, Inc., hereinafter called COMPANY, to initiate credit entries and to initiate, if necessary, debit for any credit entries made in error to my/our Checking Savings (select one) indicated below and the depository institution named below, hereinafter called DEPOSITORY, to credit and/or debit the same to such account.

DEPOSITORY NAME	BRANCH
CITY	STATE

Attach voided check here

This authority is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

NAME(S) (PLEASE PRINT)		
DATE	SIGNATURE	SIGNATURE

Property Information

Levels of Home: _____ Bedrooms: _____ Bathrooms: _____ Approx. Sq. Footage: _____

Alarm System: Yes No Alarm Code: _____ Alarm Company: _____

Please circle applicable amenities below.

Lakefront	Barbecue	Smart TV
Dock	Hot Tub	Blu-ray Player
Pool Table	Jet Tub	Netflix
Ping Pong	Fireplace	Hulu
Foosball Table	WiFi	Prime Video
Bumper Pool	Pet Friendly	Apple TV
Air Hockey	Washer & Dryer	Roku
Darts	Fenced Yard	Firestick
Dishwasher	DVD Player	Views _____
Deck or Balcony	Cable TV	Garage Access # of Cars _____

Additional Amenities

If you checked "WiFi" please provide us the login information below.

Username: _____ Password: _____

If you checked "Hot Tub" please provide the servicing information below.

Cool Cabins Other _____ Weekly Service Day (Circle)? M T W T F S S

Please circle below which is applicable to your property.

Fireplace: Wood, Gas, or Pellet Barbecue: Charcoal or Gas Heater: Wall or Forced Air

Water Shut Off Location: _____ Circuit Breaker Location: _____

Date of last City or County Inspection: _____ Passed: Yes No

Home Warranty: _____ Cable: _____

Living Room - Located on Level: First Second Third

Fireplace: Wood Gas Pellet

Amenities: TV Cable Surround Sound Futon Sofa Bed

Other: _____

Game/Family Room - Located on Level: First Second Third

Fireplace: Wood Gas Pellet

Amenities: TV Cable Surround Sound Futon Sofa Bed

Other: _____

Master Bedroom

Located on Level: First Second Third

Bed Sizes: King _____ Queen _____ Double _____ Twin _____ Futon _____

Amenities: Bathroom Fireplace Deck or Balcony TV Cable DVD Player

Other: _____

Bedroom Two

Located on Level: First Second Third

Bed Sizes: King _____ Queen _____ Double _____ Twin _____ Futon _____

Amenities: Bathroom Fireplace Deck or Balcony TV Cable DVD Player

Other: _____

Bedroom Three

Located on Level: First Second Third

Bed Sizes: King _____ Queen _____ Double _____ Twin _____ Futon _____

Amenities: Bathroom Fireplace Deck or Balcony TV Cable DVD Player

Other: _____

Bedroom Four

Located on Level: First Second Third

Bed Sizes: King _____ Queen _____ Double _____ Twin _____ Futon _____

Amenities: Bathroom Fireplace Deck or Balcony TV Cable DVD Player

Other: _____

Bedroom Five/Loft

Located on Level: First Second Third

Bed Sizes: King _____ Queen _____ Double _____ Twin _____ Futon _____

Amenities: Bathroom Fireplace Deck or Balcony TV Cable DVD Player

Other: _____

Please provide a brief description of the property: (optional)

