



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.

Our commission depends on the property, on the base rent amount. We 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. for guests at no cost to the homeowner. These services can also be provided for owner stays with alternative arrangements.

We market properties aggressively. All properties are listed on [www.bigbearcoolcabins.com](http://www.bigbearcoolcabins.com) as well as on many third party sites including Airbnb, VRBO, HomeAway, Expedia, Booking.com, and more. Guests can book online or call the office to book with a reservationist. We are open 7 days a week, year-round including holidays.

Homeowners are provided with a complimentary owner portal that can be accessed online any time and can view upcoming reservations, block off dates for own use, and view itemized monthly statements.

With an outstanding and well-trained staff including managers, reservationists, housekeepers, maintenance technicians, and spa servicers, etc., we are here to provide exceptional service to our guests, homeowners, and community.

A few of the many areas 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 monthly income
- ❖ Complimentary "opens" prior to arrivals
- ❖ Post-housekeeping inspections
- ❖ 3 free owner cleans per year
- ❖ Texting service
- ❖ Complimentary online homeowner portal
- ❖ Complimentary minor maintenance

Thank you for choosing Big Bear Cool Cabins, we look forward to working with you!

Sincerely,

Your Friendly Big Bear Cool Cabins Team

## We Got You Covered

Big Bear Cool Cabins offers a free minor maintenance program. We take care of many small fixes and issues at no cost to our homeowners, ensuring the properties are kept to a high standard and our guests enjoy the best level of service during their stay.

These complimentary services include but are not limited to:

- ❖ Lubricating and/or adjusting cabinet hinges and hardware
- ❖ Tightening door knobs
- ❖ Setting closet doors and window screens back on the tracks
- ❖ Repairing torn screens
- ❖ Tightening loose towels bars, toilet paper holders, etc.
- ❖ Replacing shower curtain liners
- ❖ Replacing remote controls
- ❖ Resetting electronics
- ❖ Minor fixes on furniture
- ❖ Minor leaks
- ❖ Minor drawer/cabinet fixes

# Home Preparation List

The following items are the basic necessities we require to be in the property. Any additional amenities are encouraged to ensure a successful rental. Please remove food, alcohol, personal items and items of sentimental value.

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 (see city/county inspection checklist).

## **Living Room**

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

## **Bedrooms**

- ❖ Comforters (2 per bed)
- ❖ Blankets (2 per bed)
- ❖ Pillows
- ❖ Mattress Cover (1 per bed)
- ❖ Plastic Hangers (12 matching per closet)

## **Bathrooms**

- ❖ Hair Dryer
- ❖ Toilet Plunger
- ❖ Small Garbage Can

## **Outdoor**

- ❖ Door Mats
- ❖ Patio Furniture
- ❖ Barbecue (drip pan if charcoal)
- ❖ Snow Shovels

## **Kitchen**

- ❖ Plates, Bowls, Drinking Glasses, and Wine Glasses
- ❖ Silverware, Cutting Knives, and Steak Knives
- ❖ Pots and Pans
- ❖ 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, Tongs, and Kitchen Scissors
- ❖ Ice Cube Trays (unless fridge has ice maker)
- ❖ Salt and Pepper Shakers
- ❖ Potato Peeler and Grater
- ❖ Colander and Plastic Cutting Board
- ❖ Garbage Can
- ❖ Salt, Pepper, and Miscellaneous Spices

## **Recommended Items**

- ❖ Iron & ironing board
- ❖ Mop, Broom & Dustpan
- ❖ Fans(not required if home has A/C)
- ❖ Bagless Vacuum Cleaner

# Information

## **City Ordinance Inspection (for homes in zip code 92315 only)**

There is an initial inspection and an annual inspection homes must pass in order to be rented. 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 Inspection (for homes outside of zip code 92315)**

There is an initial inspection and an annual inspection homes must pass in order to be rented. 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. 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, calendars, 1099 documents, and other rental information can be viewed using the complimentary Owner Portal on the Big Bear Cool Cabins website. We will send you a link to set up your login info and password.

## **Checks and Statements**

Statements and Direct Deposit are posted online between the 10th and the 15th calendar day each month. Please provide us with a voided check or deposit slip if you'd like direct deposit. Printed checks are processed by the bank by the 15th of each month and the check is for reservations 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. 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. Please contact a property manager if you'd like some insurance referrals.

## **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 and free owner cleans may not be used due to the amount of overtime required for housekeeping. If the homeowner cleans, the house must be left guest ready – sheets clean, beds made, supplies replaced, etc. Owner guest can pay the clean fee directly to us or the fee will be deducted from the owner statement.

## **Spa Servicing**

We have a qualified spa servicing team; our cost is \$75 per month for 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 \$55 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(see contract to opt-in).

## **Snow Removal**

We can set up snow removal at a cost of \$660 per winter season. This includes a plowed driveway, a shoveled pathway to the front door, and a shoveled path way to the hot tub (if applicable). If you will hire another company or representative for snow plowing, please provide us with their contact information. City and County 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 \_\_\_\_\_ (“Property name”) 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 20% of the rental income collected for these referral reservations. Agents 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 15<sup>th</sup> of the following month, the rental income collected minus expenses for repairs, maintenance, or expenses incurred by the Agent on behalf of the 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. Homeowner contact will be attempted for repairs over \$100. 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 \$25 charge. Service companies will be hired as necessary and deducted from the Owner's rental income and a minimum of 10% (minimum \$15) administrative fee will apply. 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

Optional services (please initial if you'd like to participate):

- \_\_\_\_\_ Batteries and Light Bulbs  
\$95 Annually - replacement as needed of all standard light bulbs and batteries.
- \_\_\_\_\_ Heater Service  
\$45 Twice Annually - heater filter replacement and/or cleaning of heater.
- \_\_\_\_\_ Ice Melt  
\$35 Annually - ice melt for stairs and decks
- \_\_\_\_\_ Chimney Service  
\$149 Annually per chimney - removal of ash and soot
- \_\_\_\_\_ Spa Service  
\$75 monthly plus \$20 for additional service
- \_\_\_\_\_ Snow Plowing  
\$660 per winter season

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.

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: \_\_\_\_\_

Property Manager who assisted you: \_\_\_\_\_

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.

BRANCH
STATE

Attach voided check here
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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: \_\_\_\_\_ Bedrooms: \_\_\_\_\_ Bathrooms: \_\_\_\_\_ Approx. Sq. Footage: \_\_\_\_\_

Alarm System: Yes No Alarm Code: \_\_\_\_\_ Alarm Company: \_\_\_\_\_

Security Cameras: Yes No Recording: Yes No Locations/s: \_\_\_\_\_

Please circle applicable amenities below:

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

Additional Amenities:

\_\_\_\_\_

WiFi Network Name: \_\_\_\_\_ Password: \_\_\_\_\_

If you checked "Hot Tub," and another company other than Cool Cabins will service it, please provide the servicing information below:

Company Name: \_\_\_\_\_ Weekly Service Day: M T W T F S S

Circle all that applies:

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

Circle minimum renting age preference: 18 21 25

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 Smart Cable Futon Sofa Bed

Other: \_\_\_\_\_

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

Fireplace: Wood Gas Pellet

Amenities: TV Smart Cable Futon Sofa Bed

Other: \_\_\_\_\_

**Master Bedroom**

Located on Level: First Second Third

Bed Sizes: King \_\_\_ Queen \_\_\_ Double \_\_\_ Twin \_\_\_ Bunk Bed \_\_\_ Futon \_\_\_

Amenities: Bathroom Fireplace Deck or Balcony TV Smart Cable DVD Player

Other: \_\_\_\_\_

**Bedroom Two**

Located on Level: First Second Third

Bed Sizes: King \_\_\_ Queen \_\_\_ Double \_\_\_ Twin \_\_\_ Bunk Bed \_\_\_ Futon \_\_\_

Amenities: Bathroom Fireplace Deck or Balcony TV Smart Cable DVD Player

Other: \_\_\_\_\_

**Bedroom Three**

Located on Level: First Second Third

Bed Sizes: King \_\_\_ Queen \_\_\_ Double \_\_\_ Twin \_\_\_ Bunk Bed \_\_\_ Futon \_\_\_

Amenities: Bathroom Fireplace Deck or Balcony TV Smart Cable DVD Player

Other: \_\_\_\_\_

**Bedroom Four**

Located on Level: First Second Third

Bed Sizes: King \_\_\_ Queen \_\_\_ Double \_\_\_ Twin \_\_\_ Bunk Bed \_\_\_ Futon \_\_\_

Amenities: Bathroom Fireplace Deck or Balcony TV Smart Cable DVD Player

Other: \_\_\_\_\_

**Bedroom Five/Loft**

Located on Level: First Second Third

Bed Sizes: King \_\_\_ Queen \_\_\_ Double \_\_\_ Twin \_\_\_ Bunk Bed \_\_\_ Futon \_\_\_

Amenities: Bathroom Fireplace Deck or Balcony TV Smart Cable DVD Player

Other: \_\_\_\_\_

Please provide a brief description of the property and any additional amenities:  
(optional)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## WHAT MAKES US STAND OUT

- Complimentary lock box installation
- Complimentary basic supplies including paper towels, toilet paper, dish soap, tissues, laundry detergent, dishwasher detergent, trash bags, coffee filters, sponges, shampoo, hand soap, bar soap, and lotion
- Owner appliances and utilities are not used for house laundry
- We replace broken pool cues, tips, balls and ping pong paddles as needed
- If you sell your vacation home, we do not charge for any lost revenue on future reservations
- “Favorites” and “Share” feature on our website for property listings
- Ability to book your stays and your guest stays online
- Option to clean after your owner stay or have us clean for a minimal fee
- In-house snow removal and spa service available
- Options for guest of owner services available
- No booking fee charged to owner for regular reservations
- Free custom house books with detailed instructions for every home at no cost to owner
- Customer service instant messaging (SMS)
- Direct deposit for owner checks
- Opens for owners at no charge
- Vacation rental company with the most followers on Facebook (160K+)
- Cool Cabins Cares - Cool Cabins gives back to the community in both money and labor sponsoring almost every sport, local events, families, and local organizations that help to take care of those in need in the community.