



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 newspaper, 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 accepts a _____% commission 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 and Guest App
- 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



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, which Big Bear Cool Cabins will pay half for the first year, which is \$117.50. There is no charge to the owner for the initial inspection fee. We will submit 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 \$599, Big Bear Cool Cabins will pay half for the first year, which is \$299.50. Please make your check payable to Big Bear Cool Cabins for the owner's portion. We will submit your payment to the county with the proper paperwork. When your bi-annual fee is due, this will be paid by Big Bear Cool Cabins and will appear as a deduction on your monthly statement of \$599 plus \$60 Labor Fee.



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
- 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
- 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
- Bagless Vacuum Cleaner
- Barbecue (drip pan if charcoal)
- Snow Shovel and Bucket with Salt (during winter months only)



Additional Information

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 owner 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 owner guest. Owner guest can pay the clean fee directly to us or the fee will be deducted from the owner statement.

TV

Cable or Satellite TV is fine, but Cable TV is suggested to avoid weather related problems associated with satellite usage. With the cable service, please block the pay-per-view option. Older style box TV's should be replaced with flat screen TV's.

Keyless Entry

Big Bear Cool Cabins offers keyless entry at a minimal monthly fee and equipment charge. Optional Smart Thermostats are available if keyless entry is chosen at a low equipment charge. The industry has shown that the combination of reduced energy costs and equipment maintenance, elimination of mechanical keys, improved guest experience and the overall increase in property security will provide a solid return on investment.

Spa Servicing

Homes with hot tubs must have weekly spa service and must be serviced again if multiple guests are in during the same week. Big Bear Cool Cabins does provide this service. Charge is \$60 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. Filters are changed as needed and billed to 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. Frequently we do have a guest check out and another guest check in on a weekend, and the spa has to be serviced between the guests.

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

In the fall, Big Bear Cool Cabins Inc. will contact you to set up snow removal so that your property will be automatically plowed when needed due to snow conditions. 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.



Example of our Guest Code of Conduct

You are a guest of Big Bear and staying in a Residential Area. You are expected to respect the neighborhood and those around you.

RESPECT NEIGHBORHOOD TRANQUILITY. Disturbing the peace is an ordinance violation. Please keep noises to a minimum, including children playing loudly, parties and any other loud activities, between the hours of 9:00 p.m. and 9:00 a.m.

ABIDE BY OCCUPANCY LIMITS. Each property is licensed to accommodate a maximum amount of people - DAY or NIGHT. Overcrowding is dangerous, disrespectful, and illegal. Please do not exceed the designated amount of people.

DISPOSE OF TRASH PROPERLY. "Clean Bear Trash Sites" are available in the City of Big Bear Lake.

Site #1: 41970 Garstin next to Hospital

Site #2: On Big Bear Blvd, across from the Performing Arts Center

Homes located outside of the city limits have trash disposal units provided. Call office if you can't find.

OPEN FIRES ARE ILLEGAL AND PROHIBITED IN THE BIG BEAR VALLEY.

PARK YOUR CARS APPROPRIATELY. Ordinance limits the number of cars that can park at each property. This number is displayed on a sign on each house. Parking more than the posted number of vehicles is considered an ordinance violation and is subject to fines. Please use common sense when parking- Do not block streets or corners and keep all cars parked in the driveway. During snow conditions, **DO NOT BLOCK SNOWPLOWS OR PARK ANYWHERE ON THE STREET.** Fine for blocking street during Snow Conditions is \$150.00 or possibility of being towed.

Please make sure to only dispose of the ashes in the provided ash can. Never move hot ashes. Please let us know if you are missing an ash can so we can provide one.

ANY VIOLATION OF THIS CODE OF CONDUCT BY ANYONE IN YOUR PARTY CAN RESULT IN IMMEDIATE EVICTION OF EVERYONE, WITHOUT REFUND OF RENTS AND POSSIBLE ADDITIONAL CITY IMPOSED FINES.

Signed by responsible party Date



Advertising for Big Bear Cool Cabins

Channel Partners

- ❖ Homeaway and VRBO
- ❖ AirBNB
- ❖ Booking.com
- ❖ City Concierge
- ❖ Trip Advisor
- ❖ Flipkey

Internet

- ❖ Top Placement on all search engines for Big Bear Cool Cabins – Google, Bing, Yahoo and MSN
- ❖ BigBear.com
- ❖ Big Bear Fishing
- ❖ Yelp
- ❖ TripWithPets.com
- ❖ Fido Friendly
- ❖ Trivago.com
- ❖ California Adventures

Social Media

- ❖ Facebook – Most followers in Big Bear
- ❖ Instagram
- ❖ Twitter
- ❖ Google +
- ❖ Pinterest – Boards for all types of homes!

Media

- ❖ Cox TV in San Diego
- ❖ Radio Lazer
- ❖ Radio Latina
- ❖ KBHR local radio promotions

Print

- ❖ Big Bear Visitor Guide
- ❖ Big Bear Guide to the Valley
- ❖ Big Bear Today
- ❖ FidoFriendly Magazine
- ❖ Recollection Magazine
- ❖ Big Bear White Book
- ❖ The Grizzly (FYI, Real Estate Living)

Memberships & Sponsors

- ❖ VRMA (Vacation Rental Management Association)
- ❖ Chamber of Commerce
- ❖ Better Business Bureau
- ❖ VRHP (Vacation Rental Housekeeping Professionals)
- ❖ Oktoberfest
- ❖ Old Miner's Days
- ❖ 4th of July Fireworks
- ❖ Various other local functions in the Valley
- ❖ Cool Cabins Cares!



Homeowner Reviews

We purchased our lakefront home 6 years ago and immediately contacted Alisa after a referral from our real estate agent. They were very responsive and the very 1st weekend we owned the property, they had it rented. It is an incredible experience dealing with all the staff at BBCC. We have a guest book at the house and all the guests seemed to be very happy with their service which would be a direct result of BBCC. I would highly recommend using them as a rental agency, they are great!!!

-Thorpe and Shelly Logemann

From the minutia of screwing in light bulbs, cleaning the spa and replacing a broken pool cue to the big ticket items of setting rental prices, marketing the house and collecting rental revenues, Cool Cabins has done everything we would have done had we lived in Big Bear and, of course, if we had a huge staff and a professional skill level in this market. Thank you for making our home away from home easy to upkeep and profitable at the same time.

-Eric Kurtzman

Big Bear Cool Cabins has managed our Moonridge property for years. We have found them to perform exceptionally well. Staff is awesome, upbeat, and great to work with. I would highly recommend their services to anyone looking for outstanding, professional service. Thanks Cool Cabins!

-Elaine's Family LLC

Alisa and her group have given us peace of mind for over 7 years from the time she was a 'budding startup' to the current professional group that she has developed today. She and her staff are enthusiastic, competent, aggressive in marketing, and timely in responding to questions. Alisa is hands on and maintains a great rapport with owners and staff. Alisa has earned our trust and confidence by managing our lakefront residence with very successful results. I wish she could create a property management company in our city to manage our other real estate! We highly recommend her and the Cool Cabins rental program.

-Alpine Lakefront Homeowner

Not only is Cool Cabins the largest vacation rental company in Big Bear, they are the most reliable, professional, and thorough as well. From the expertise of anticipating a guests' every need, to promptly and diligently addressing any circumstance that may occur, the Cool Cabins team have provided an outstanding sense of reassurance to my family. Their simple booking procedure, attentive awareness to detail, and admirable knowledge of the area (and what it has to offer), unequivocally enables our guests to simply relax and enjoy the beautiful Big Bear Lake at its finest. Thank you, Cool Cabins, we appreciate all you have done and would recommend you with extreme enthusiasm!

-Forever Views Lakefront



Frequently Asked Questions

How will my home be rented in comparison to other homes?

Guests' needs and preferences are the primary criteria in determining where the guest is placed. Location, occupancy, amenities, and bedding configuration are the most common requests. Within a given property type (such as number of bedrooms, amenities and home location), our team is committed to allocate rentals on a rotating basis in efforts to equalize revenue among comparable homes.

What kind of revenue can I expect?

Specific revenue cannot be predicted or guaranteed, and in general, it largely varies depending on the amenities, location, season, quality of the property, and proximity to area attractions such as the ski slopes and the lake. Revenue during peak seasons will differ from revenue during non-peak seasons. Rates can be adjusted to obtain optimal rentals on a property. A vacation rental, while often producing income, also requires regular expenses such as deep cleanings and regular maintenance items.

What if a guest damages or steals something from my home?

Our housekeeping and management teams perform regular quality control inspections on your home. Several steps are in place to protect you, the homeowner, from damages outside of the normal wear and tear that should be anticipated from owning a vacation rental. Guest of our properties may choose to purchase an Accidental Rental Damage Insurance (which covers any accidental damages up to \$1,500.00). All guests are required to sign a contract prior to check-in absorbing fiscal responsibility and releasing both Big Bear Cool Cabins and the homeowner of liabilities.

Who pays for housekeeping?

Departure cleaning after check-out is paid for by the guest and performed by our qualified housekeeping department unless the homeowner prefers to use their own qualified housekeeping service.

Why am I being charged a maintenance fee for small repairs?

Even small repairs, such as replacing a light bulb, requires time and expense. When one of our team members visits a home for a maintenance call, there is an associated charge to cover the costs of labor and related expenses. These charges will appear on your statement as regular maintenance calls. There are many additional household calls that our team performs regularly as a complimentary service outside of maintenance repairs.

Will I be billed for repairs to my property?

On your statement, the charge for maintenance labor and the actual repair item will be listed in order to keep thorough records of all maintenance services provided. These services and items are charged at reasonable hourly and per job rates. We will seek owner approval for any repair item over \$100.

What if I want to exclude certain groups from renting my unit?

To protect our homeowners and guests, we require the guest renting vacation party be over the age of 21. As for large parties renting your home, we place restrictions both in our reservation system as well as online to try to limit the number of guests per reservation to prevent overflowing capacities and unsafe conditions. We provide detailed terms and conditions to each guest that states that any breach of this restriction will result in termination of the rental agreement including possible eviction from the property and possible forfeiture of any monies paid. Although we can restrict the number of guests occupying your home during their vacation stay, daytime visitors are permitted per city ordinance.

What start-up fees are there?

We do not require any startup fees to list your property on our program. The only initial cost is the City or County inspection fee. The City of Big Bear Lake requires a \$235 fee and the County of San Bernardino requires a \$599 fee. These inspections are mandated by the City and County offices to allow a property to be registered as a vacation rental.

What types of properties do you have in your inventory?

For nearly 15 years, Big Bear Cool Cabins has specialized in private home vacation rentals of all caliber. Our current inventory ranges from Big Bear Lake to Lake Arrowhead. We represent all types of vacation rentals including homes, condos, nightly resort-style properties etc. Our wide range of clientele allows us to feature properties on the lake, by the ski slopes, in quieter forest locations, and more.

Will I receive a referral fee for referring guests?

Yes, owners receive a 10% reduction in the commission rate for each referral to their home. It is the owner's responsibility to notify Big Bear Cool Cabins of all monetary reservations made by owner so that we can serve the guest during their stay.

I might be interested in making my home pet friendly – how do you ensure that my property will remain in good condition?

Choosing to make your home pet friendly is an excellent idea for homes of any size or location and will allow for additional exposure for your vacation home, including exposure to a very loyal clientele. A pet friendly property will be inspected and cleaned in the same manner as a non-pet friendly property by our qualified housekeeping crew and any damages or extra cleanup will be immediately reported to our office and taken care of.

Who should I contact if I need help?

You can contact our friendly staff anytime by phone at (800) 550-8779, email us at info@bigbearcoolcabins.com or you may also text us at (909) 219-9681. Direct contact information is also included on a separate sheet in this packet should you wish to reach a specific department.



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 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 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.

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 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 offers Smart Home Technology to its Homeowners. Keyless entry is available for a cost of \$255 plus a small subscription charge of \$15 per month. An optional Smart Thermostat is available for \$125 and Cool Cabins will handle the installation.

Yes, I want to participate in Keyless Entry and authorize Cool Cabins to replace the existing deadbolt. I agree to the \$255 charge for the lock and \$15 per month charge
 Yes, I would like to purchase the additional, optional thermostat for \$125
 No, I do not want to participate in Smart Home Program

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 replacement for expenses due to increased use and wear and tear common for a Vacation Rental.

I understand the coverage from 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, Owner agrees to all terms and conditions of this agreement.

Owner Signature _____

Print Name _____ Date _____

Agent Signature _____

Print Name _____ Date _____



Property Owner Information

Owner Name(s): _____

Additional Persons Authorized on Account: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell Phone: _____

Work Phone: _____

Email Address: _____

Contact Preference? (Please Circle)

Phone _____ Email _____

Emergency Contact: _____ Phone: _____

Name on Tax ID or Social Security Number: _____

Tax ID or Social Security Number: _____

Name of Vacation Rental: _____

Property Address of Vacation Rental: _____

Rental Phone Number (if applicable): _____

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, herein after 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

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

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

Please circle applicable amenities below

Lakefront	Dishwasher	Garage Access # of cars _____
Dock	Deck or Balcony	WiFi
Pool Table	Views _____	Pet Friendly
Ping Pong	Barbecue	Washer & Dryer
Foosball Table	Hot Tub	Fenced Yard
Bumper Pool	Jet Tub	DVD Player
Air Hockey	Wheelchair Accessible	Cable TV
Darts	Fireplace	
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 Information: _____

Cable/Internet Information: _____

Living Room - Located on Level: First Second Third

Fireplace: Wood Gas Pellet

Amenities: TV Cable Surround Sound Futon Sofa Bed

Other: _____

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 Walk-in Closet 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 Walk-in Closet 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 Walk-in Closet 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 Walk-in Closet Deck or Balcony TV Cable DVD Player

Other: _____

Bedroom Five

Located on Level: First Second Third

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

Amenities: Bathroom Walk-in Closet Deck or Balcony TV Cable DVD Player

Other: _____

Loft

Located on Level: First Second Third

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

Amenities: Bathroom Walk-in Closet Deck or Balcony TV Cable DVD Player

Other: _____

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

Instructions for Operation (if applicable)

TV, Cable and/or Satellite

Movie Channels, Roku, Netflix, Hulu and/or Sports Channels

DVD Player and/or Sound System

WiFi

Thermostat

Alarm

Water Heater

Air Conditioning

Kitchen Appliances

Garage Door

Game Tables

Hot Tub

Sauna

Deck Furniture

Other Special Instructions

Managers

Name	Title	Direct Line	Email
Jackie Holohan	Director of Operations	(909) 894-0317	jackie@bigbearcoolcabins.com
Karrie Gardner	Office Manager	(909) 894-0321	karrie@bigbearcoolcabins.com
Trish Armstrong	Reservations Manager	(909) 894-0319	trish@bigbearcoolcabins.com
Gricel Montes	Housekeeping Manager	(909) 894-0036	gricel@bigbearcoolcabins.com
Jessica Duffield	Maintenance Manager	(909) 894-0328	jessica@bigbearcoolcabins.com
Barbara Velasquez	Director of Property Management	(909) 894-0326	barbara@bigbearcoolcabins.com
Cherie Scott	Project Manager	(909) 894-0318	cherie@bigbearcoolcabins.com

Other Important Numbers

Name	Department	Direct Line	Email
Elizabeth Vera	Lost and Found	(909) 253-0950	elizabeth@bigbearcoolcabins.com
Kayla Marich	Property Management	(909) 894-0033	kayla@bigbearcoolcabins.com
Devi Chhorn	Property Management	(909) 547-3216	devi@lakearrowheadcoolcabins.com
Sara Garcia	Front Desk	(909) 895-0946	sara@bigbearcoolcabins.com

Email Contact List

Topic	Email
Accounting	jackie@bigbearcoolcabins.com
Advertising and Marketing	gigi@bigbearcoolcabins.com
City or County Ordinance	jessica@bigbearcoolcabins.com
General Info	info@bigbearcoolcabins.com
Property Management	barbara@bigbearcoolcabins.com
Reviews	gigi@bigbearcoolcabins.com
Website	cherie@bigbearcoolcabins.com



WHAT WE DO THAT “THEY” DON’T

- No charge to Homeowner for lockbox.
- No charge to Homeowner for basic supplies such as paper towels, TP, dish soap, tissue, laundry soap, dishwasher soap, trash bags, coffee filters, sponges, shampoo, hand soap, bar soap, lotion.
- 1st year City inspection fee waived and ½ of County inspection Fee Waived!
- Owner appliances/utilities not used for company laundering.
- Replace, as needed, broken pool cues, tips, balls and ping pong paddles.
- If you sell your Vacation Home, we do not charge for any lost revenue on future reservations.
- We provide service & maintenance on your home, even if account has no revenue.
- Online store for guests.
- A “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
- Cool Cabins Cares - Cool Cabins gives back to the community in both money and labor sponsoring almost every sport, local events, women and children in need, and local organizations that help to take care of those in need in the community.



What to Expect.....

From Big Bear Cool Cabins

- Exceptional service 24/7, 365 days a year for homeowners and guests
- No charge to homeowner for guest towels, linens or supplies including toilet paper, paper towels, dish soap, dishwasher detergent, laundry soap, trash bags, and hand soap.
- Cool Cabins provides our guests with Bath and Body Works soap, body wash, shampoo, and conditioner.
- Full service including housekeeping, maintenance, spa service, and more
- Open/Inspection done prior to every arrival
- Direct Deposit for owner checks
- Online calendar, statements, and booking capabilities for homeowners
- Aggressive marketing both online and through traditional avenues such as newspaper, brochures, sporting events, and more.
- Participation in 3rd party sites, such as Homeaway, VRBO, Airbnb, Tripadvisor, Flipkey and Booking.com.
- Dedicated staff with over 125 combined years in the hospitality industry, focused on taking care of our homeowners and guests.
- Personal conversation with EVERY guest to answer any questions or concerns.
- Custom House Guides created at no charge to homeowner
- State-of-the-art technology including electronic contract signing, a free Cool Cabins mobile app, new website with online booking, Live chat, web-based Property Management Software, online shopping and customer service instant messaging (SMS).
- No Management fees for homeowner bookings.
- Continuous staff education to keep up-to-date on latest industry changes.
- “Cool Cabins Cares” program - Our employees volunteer and contribute to the wellness and growth of our community.

From the Homeowner

- Vacation Rental Ordinance permit and inspection required annually (price dependent on City or County location).
- Homes must be completely furnished and kitchens well stocked for quantity of people home sleeps.
- Television in Living Area required and recommended in bedrooms.
- Cable or Internet based TV add-on (Netflix, Roku, Hulu, etc).
- Deep-Cleans 1-2 times a year are required to keep your home well-maintained
- Kitchen stock and other small home items need to be replaced as needed due to common wear and tear.
- Heater needs to be maintained annually for optimal performance.
- Per City Compliance, driveways and walkways need to be cleared of snow when accumulation reaches 4”. We offer this service at a competitive rate.
- Cool Cabins provides unlimited dish towels, pot holders, batteries, standard light bulbs and ice melt for a modest annual fee. Charcoal BBQ’s are recommended but if gas BBQ is provided, owner is responsible for fill charges, wireless internet, spa, game table such as pool table and washer & dryer are highly desirable amenities.