



General Policies -

The Edgewater Resort, as well as Alpine Resort Rentals, makes every effort to closely schedule reservations, therefore, there are **NO REFUNDS** for early departures or late arrivals. A "NO SHOW" will be considered a cancellation, and the cancellation policy will apply. The cancellation policy is in effect and is shown on your confirmation. We will not refund the booking fee. You are making reservations for arrival at a MOUNTAIN RESORT community subject to varying weather conditions. We will enforce our cancellation policy for cancellations received because of snow, rain, lack of snow, fog, drought or any other Acts of God including any that may restrict accessibility or travel to the area. **UPON CHECK-IN, YOU WILL BE ASKED TO PRESENT THE CREDIT CARD AND DRIVERS LICENSES THAT WAS USED TO BOOK THIS RESERVATION. THE CREDIT CARD HOLDER MUST BE PRESENT AND SIGN A CREDIT CARD FORM.** Some units will require a security deposit. PLEASE NOTE: If you have more people in your party than you have reserved for as shown on your confirmation, you will be charged for the additional people or asked to leave the facility with out refund.

Cancellation -

Reservations canceled more than 30 days prior to arrival date shall receive a full refund, less the \$20.00 booking fee and a \$25.00 cancellation fee. Reservations canceled less than 30 days prior to arrival shall forfeit 1/2 your total stay or 1 night's lodging, whichever is greater, plus a \$20.00 booking fee.

Deposit -

All reservations booked within 30 days of arrival are to be paid in full at the time of reservation. Reservations outside of 30 days require a 50% deposit due within 7 days of making the reservation as long as it does not enter the 30 day balance period. The balance is due 30 days prior to arrival date. If payment is not received 30 days prior to arrival, your credit card will be charged the balance.

Check In -

Check in is 3PM at Alpine Resort Rentals, 546 Pine Knot Ave., Big Bear Lake CA, 92315 contact us- 1.866.575.0854. Directions from Los Angeles and Orange Counties: Interstate 10 East to Interstate 210 to Highway 330 to Highway 18. Alternative route from Interstate 10 Interstate 10 East to Orange Street North on Redlands. Follow signs to Highway 38. From San Diego County Interstate 15 North to Interstate 10 East and follow above directions. From the High Desert Interstate 15 to Victorville. Exit at Bear Valley Road East to Lucerne Valley. Right on Highway 18. From Las Vegas Interstate 15 South into Barstow. Take the 247-Big Bear exit to Lucerne Valley. Left on Highway 18.

Check Out -

Check out is at 11AM

Pets -

By making a reservation, you agree to inform Alpine Resort Rentals and the Edgewater Resort if you intend to travel with any pets, the number of and type of pets traveling with you. You also agree to authorize the Edgewater Resort to process a pet charge for any pets traveling with you.

Children -

Children 12 and under stay for free.

Other -

Alpine Resort Rentals charges a \$20.00 booking fee per Reservation.