

# Serendipity Hospitality

1100 E. Lakeshore Dr., Suite 301

Coeur d'Alene, ID 83814

Reservations (208) 935-6330 Office (208) 665-7072 Fax (208) 665-7372

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

## Serendipity Houseboat Vacation, Private Party, Cruise & Special Event Rentals Policies & Procedures

**Reservations and Deposits:** Reservations are accepted up to one year in advance. A fully refundable \$1000 reservation/damage deposit is required at the time of booking, and reservation dates will be confirmed once the deposit payment is received. The deposit will not be applied toward the total rent due, but will serve as a damage deposit upon arrival. In addition to the damage deposit, an advance payment equal to one half (50%) of the total estimated houseboat rental fee is due sixty (60) days prior to scheduled arrival, with the remaining balance due upon arrival and before occupying the boat. If the deposit and 50% payment are not received by 60 days prior, Serendipity Hospitality reserves the right to book the rental period to another waiting customer. If this occurs, Serendipity Hospitality will refund any deposit monies and payments received from the original customer.

**Taxes:** A 6% Idaho sales tax and any applicable local taxes are not included in the rental rates and will be added to the rental amount total. Houseboat vacation rentals are subject to a 2% Idaho Travel & Convention Tax in addition to the sales tax for all overnight stays on the Serendipity.

**Payments:** Payment may be made in the form of Visa, MasterCard, Discover Card, American Express, traveler's checks, money order, cash or personal check. The fee for a returned check is \$40 per item.

**Canceled or Changed Reservation Charges and Fees.** Once the initial reservation has been confirmed, Serendipity Hospitality retains the option to charge an office administration fee of \$100 plus tax for any reservation date changes, and \$250 plus tax for reservations cancelled more than 30 days from arrival. Due to the unique nature of houseboat rental operations, reservation rental fee advance payments and deposits are non-refundable on cancellations made with-in thirty (30) days of arrival, unless the unit is re-rented for the same price and time period.

**Damage Deposit Refund:** The damage deposit will be fully refunded within fourteen (14) days after the end of the rental period provided there is no damage to the houseboat, no items are missing, and all policies and conditions were followed during the rental period. The cost to repair damage or to replace lost or stolen items will be deducted from the deposit, with the remainder returned to the customer. Any damages or losses in excess of the deposit will be billed to the customer, with payment required within 30 days.

**Captain and Crew Requirements.** A U.S. Coast Guard-certified Captain is required to pilot the vessel any time the houseboat is moving under its own power and remain on board whenever the houseboat is moored or anchored at any place other than tied to a dock. Guests will not be allowed to pilot the boat at any time. Serendipity Hospitality retains the authority to determine the number of crewmembers required for cruises and private party events. The cost of a Captain, required crewmembers and fuel is included in the cruise rates.

**Maximum Occupancy:** The maximum number of guests who may sleep on the boat is 12 in accordance with United States Coast Guard regulations. If the maximum occupancy is exceeded, you may be asked to vacate the property and forfeit the deposit and all rental fees. All visitors must leave by 10:00 PM unless pre-approved by Serendipity Hospitality.

**Age Requirements:** No rental will be made to vacationing students or singles under the age of twenty five (25) unless accompanied by a parent or guardian at all times. Any reservation made under false pretenses will be subject to forfeiture of advance payment, deposit and/or rental fees. Violators may be asked to vacate the property.

**Tobacco and Smoking Policy:** No tobacco in any form may be used within any part of the interior cabin areas, including smokeless tobacco. Tobacco may be used in exterior areas only, and all tobacco waste products and residues must be

Renter Initials\_\_\_\_\_

disposed of in exterior trash containers. Smoking is absolutely not allowed inside the houseboat at any time. Renters are responsible for monitoring the tobacco use of all guests and ensuring compliance with this policy during the rental period. Violators of this rule may be asked to leave the houseboat and forfeit all of their damage deposit and rental fees.

**Pets:** Pets are not permitted at any time on board Serendipity Houseboat. Guests found with a pet will be asked to leave and automatically forfeit all of their damage deposit and rental fees. The only exception allowed to this rule is for service animals, with a request submitted in writing at the time of reservation.

**Marina Quiet Hours and Guest Complaints:** Quiet hours at Serendipity Houseboat's home at the 11<sup>th</sup> Street Marina in Coeur d'Alene begin at 10 PM. Quiet hour violations or guest activities that result in formal complaints or police response may result in guests being asked to leave the houseboat and the forfeiture of all damage deposit and rental fees. Renters are responsible for the actions of all guests and visitors during the rental period.

**Key Loss:** Guests will be provided with one key for locking the houseboat and one key to enter the private marina where the houseboat is docked. The fee to replace either a lost marina key or a lost houseboat key is \$200 per key. The Renter is responsible for closing the Marina security gate after passing through it and maintaining the security of the houseboat and its equipment throughout the rental period.

**Food and Beverage Policy.** Guests are allowed to bring on board personal food and beverage items for up to 12 people on overnight or multi-day rentals. Due to public safety and health considerations, all food and beverages must be coordinated through Serendipity Hospitality for partial day events or those involving 12 or more people. Serendipity Hospitality pledges to provide its guests the full authority to select caterers and food providers, as long as the providers are licensed and in full compliance with local and state laws covering their activities.

**Inclement Weather Policies.** Cancellation or early departure by the renter due to inclement weather does not warrant any refund of rent or deposit. In the event that Serendipity Hospitality management determines that conditions are unsafe for houseboat operation or occupancy for any reason, the renter will receive a full or pro-rated refund of their rental fees based on the number of days actually occupied. Any partial or half days shall be considered a full day rental for refund purposes.

**Check In/Check Out Times:** Check-in time for Serendipity Houseboat Vacation Rentals is after 3:00 PM Pacific Standard Time (PST) on the first day of rental. Due to our high standards for cleanliness, there is a possibility that your vacation rental may not be ready at that time, especially during peak season. Your patience is appreciated. The first hour of your check-in will include a mandatory walk-through of the premises, which includes an overview of basic operating procedures and completion of a checklist validating the condition of the boat and the number and types of items on board. Check out time is 11:00 AM (PST). All guests and their belongings must be completely removed by this time so that the unit may be prepared for incoming guests. Earlier check-in or later check-out times may be available with prior coordination at a cost of the seasonal hourly rate for each hour or fraction thereof.

**Late Arrival and Check-Out:** Please contact our office to coordinate check in requirements and procedures if you expect to arrive after 6:00 PM PST or on a major holiday. Late check out must be coordinated in advance and may be available only if the boat is not being prepped for another customer arrival.

**Certification**

I certify that I have received a copy of these policies and procedures and agree to the terms and conditions contained therein.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Printed Name** \_\_\_\_\_ **Title** \_\_\_\_\_

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# Serendipity Houseboat & Events Center

## RENTAL APPLICATION

### APPLICANT CONTACT INFORMATION

Name \_\_\_\_\_ Company \_\_\_\_\_ Position \_\_\_\_\_  
Mailing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_  
Telephone: Day \_\_\_\_\_ Evening \_\_\_\_\_ Cell \_\_\_\_\_ Fax \_\_\_\_\_  
Email Address \_\_\_\_\_

### RENTAL RESERVATION REQUEST (Please Check Appropriate Areas)

**Partial Day Private Party Cruise and/or Special Event:** Hours of Boat Rental \_\_\_\_\_ Cruise Hours \_\_\_\_\_

**Houseboat Vacation Rental:** # of Days/Nights \_\_\_\_ / \_\_\_\_ # of Cruise Days/Total Hours Desired \_\_\_\_ / \_\_\_\_

**Requested Start Date & Time** \_\_\_\_\_ **End Date & Time** \_\_\_\_\_

**Services Desired:** Event Planning \_\_\_\_ Catering \_\_\_\_ Purchasing \_\_\_\_ Other \_\_\_\_\_

### Cost Estimate (From Rate Charts):

Boat Dockside Rental Fee \$ \_\_\_\_\_  
+ Cruise Hours \$ \_\_\_\_\_  
= Rental/Cruising Total \$ \_\_\_\_\_ (Does not include taxes, food, beverage or other services)

### PAYMENT INFORMATION

**Deposit Amount: \$1000**

**Check #** \_\_\_\_\_ **Money Order** \_\_\_\_\_ **Travelers Checks** \_\_\_\_\_

**Credit Card Type:** VISA \_\_\_\_ MasterCard \_\_\_\_ American Express \_\_\_\_ Discover \_\_\_\_

**Name on Card** \_\_\_\_\_ **Card #** \_\_\_\_\_ **Exp Date** \_\_\_\_ / \_\_\_\_

### AUTHORIZATION

By attaching my signature below, I authorize Serendipity Hospitality to charge my credit card for the amount specified above. I understand that 50% of the rental payment is due 60 days prior to the start date, with the remainder due at the time of rental. I also certify that I have received a copy of the Serendipity Houseboat rental policies and procedures and agree to the terms and conditions contained therein.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

### SERENDIPITY HOSPITALITY ACCEPTANCE AND RESERVATION CONFIRMATION

Serendipity Hospitality acknowledges receipt of a down payment in the amount of \$1000 this day for the above event and hereby confirms this reservation on behalf of the applicant above.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Printed Name** \_\_\_\_\_ **Position** \_\_\_\_\_

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