

RENTAL POLICIES

Please view our home and suite rental property policies below:

- Conduct** There is no conduct in any of our homes that disturbs neighbors or the community. No illegal conduct may take place in the homes or suites. Please note: loud music is prohibited, fireworks are illegal to possess in New York State and are not permitted at the property. Fires are only permitted in a designated fire pit. Firewood is available by us on site. Please no feeding the ducks or walking on the duck docks without permission.
- Occupancy** Maximum number of guests is limited to the number of people shown on the booking details and must be followed at all times. No Large house parties are allowed without written permission. Please provide a list of all guests. Guests are people who will be occupying or visiting the home or suite during your rental period. Children 2 years old or younger do not count toward maximum occupancy, but please let us know before you arrive.
- Check-In/** Standard check-in time is 3pm. Standard check-out time is 10am. Non-standard arrival and departure times must be scheduled within 48
- Check Out** hours. Non-standard arrival or departure times cannot be permitted during Peak Season. Early arrivals can enjoy our 30 acre nature preserve, mapped out trails and wonderful wildlife, or stop by historic Naples, NY and it's main street full of small businesses. (3.5 miles North)
- Security Deposits** All security deposits are due and will be collected at the time the reservation is made. If the home or suite, its contents and grounds are found to be in the condition in which they were rented, any Security Deposit paid will be returned to the guest in full as determined by New York State Real Estate Law.
- Handicap Access** Rental properties are not handicap accessible unless otherwise noted on their page. Our Main House Suite is the only unit currently ADA compliant. Please ask one of our representatives for assistance if needed. We are happy to help.
- Smoking** All homes are non-smoking.
- Vehicles** Each home restricts the number and location of vehicles parked at the home and includes boat trailers or motorcycles. Please do not use tents, campers, boats, or motorhomes for sleeping at the home.

Privacy We take your privacy very seriously and will not share any information about you with another party. This includes automatically gathered data such as email addresses, credit card information and browser cookies.

Confirmation of Canceling All bookings will be confirmed with you personally by one of our representatives via phone or mail.

Refunds Refunds cannot be made for late arrivals, early departures or Guest's dissatisfaction with the premises for any reason (excluding emergency health problems or safety of the property). No refund will be made for failures or conditions beyond our control, including but not limited to construction, weather, provider service area outages, alien visitations, or nature in the form of chipmunks, squirrels, spiders and other insects. When cancelling before your scheduled stay, our refund is as follows: 30 days full refund, 15 days 75% refund, 7 days 50% refund, less than 7 days there is no refund.

Peak Season All Peak Season reservations (May-October) require a two night minimum stay. Please contact our friendly staff as we often have discounted prices available.

Pet Policy A refundable pet deposit of \$500 per animal is required before arrival. Guests are required to provide a certificate of vaccinations prior to arrival. Please talk to a representative about including animals with your stay.

Other Questions For any other questions not answered here, please call us at (585)374-2094.

As Shangri-La is also a 30 acre nature preserve, all pets must be restrained or contained at all times. It is likely you will see raccoons, wild turkey, black bear, plentiful deer, and every species of birds indigenous to NY State. Please note, there is also a large feral cat population. We also have a muscovy duck farm, with one chicken. Fishing is available in our duck pond from June-October. Feeding of ducks and wildlife is not allowed.