

For Website Posting & Email to Guests

Coronavirus Update - Policy Extension

Updated August 1, 2020

Things are continuing to evolve with regard to the current and upcoming rental season. We here at Relax and Company are working hard to stay current on the situation and re-evaluate our guest policies as needed. Below you will find updates to our booking and cancellation policies due to COVID-19 and the steps we are taking to make sure your rental is safe for your arrival. We want our guests to have the flexibility to make the best decision for themselves and their families. For our guests choosing to cancel, we want you to know we are sorry you won't have the opportunity to enjoy all our area has to offer this year, and we hope you will come back and visit us soon. If you have further questions do not hesitate to reach out to us (603) 526-2436 or email us at rentals@relaxandcompany.com and we will respond as quickly as we can.

Booking and Cancellation Policies

All guests with vacation rentals from Labor Day through April 15: For all guests with stays during these dates, we are shortening the cancellation policy to allow cancellations up to 60 days prior to your stay. This needs to be in the form of a written notice to Relax and Company and a refund of all monies paid, less any administrative fees and a \$100 cancellation fee, will be issued back to you. In addition, you have the option of cancelling up to 30 days prior to your stay for a 100% travel credit to be used for a future stay within 15 months of your original travel dates.

Arrivals After Ski Season: Our standard cancellation policy remains in effect for all reservations arriving after April 15, 2020 and can be found on our website in the Rental Agreement Addendum.

Travel Insurance: As always we strongly recommend you consider purchasing travel insurance to protect your vacation investment at the time of booking or rebooking for any stay with us. It is your best protection against travel related scheduling issues.

Special Terms for Cancellations with Credits: Credit may be applied to a reservation with an arrival date of up to 15 months after the original reservation. All rescheduled reservations are considered non-refundable. Credits are not transferable. After dates are scheduled the regular reservation change policy will take effect.

Special Cleaning Information: Relax and Company takes the cleanliness of its units seriously at all times and especially so now. We have trained our cleaning crews in proper virus control and pathogen containment procedures. All our linens are professionally laundered and sanitized including mattress pads and pillow protectors. To allow us to better clean properties between stays we have moved the check out time to 9:30 AM on day of departure and check in time to 4:30 PM on day of your arrival. If your rental is available sooner we will contact you on the day of check in to advise you of this. We have implemented the enhanced cleaning protocols as proposed by AirBNB,

Please see this link here:

[https://assets.contentstack.io/v3/assets/bltb428ce5d46f8efd8/bltf8aa41d77b99cf11/5e7a99e6d84c6d2d67079124/English-Cleaning-Checklist \(1\).pdf](https://assets.contentstack.io/v3/assets/bltb428ce5d46f8efd8/bltf8aa41d77b99cf11/5e7a99e6d84c6d2d67079124/English-Cleaning-Checklist (1).pdf)

Even though we have made every effort to properly clean and disinfect your rental unit we also understand that some guests may want to perform additional cleaning upon arrival and throughout their stay. The CDC recommends all households consider cleaning and disinfecting “high touch” surfaces daily in shared household areas. Our guest service teams will also be glad to work with you to schedule mid-stay cleans if you so desire. As you are certainly aware washing your hands often with soap and avoiding touching your eyes, nose and mouth are a strong step towards preventing the spread of the virus.

Check - in: For all Guests checking in to one of our rental properties, you will be required to answer a health questionnaire. We are trying to do our part in keeping our community safe and healthy. Please ask us for a copy of these questions if you would like to see them ahead of time.

Finally Stay Calm and Be Prepared.

We suggest you base your decisions on information from reliable and accurate sources such as:

Center for Disease Control and Prevention: www.cdc.gov

State of NH : <https://www.nh.gov/covid19>

Thank you,

Your Relax & Co. team.