

To make an OWNER RESERVATION On-Line

The preferred way to make Owner Reservations is to make them on-line in the same manner provided for Guests. By doing so the house is instantly shown as unavailable in our system. It may take a few hours for this to show on the calendar but during this time the house can-not be reserved by anyone else for your dates.

You may make an on-line reservation, e-mail us, send us a fax, call the office, or call the answering service anytime to make reservations for your house. Jessie will enter the reservation the next business day and send you a confirmation by e-mail, snail mail or both. You may also ask Jessie for a confirmation number.

If you don't receive a confirmation or confirmation number you don't have a reservation.

OWNER On-Line RESERVATION PROCEDURE

1 – Go to the Mountain Lakes page for your house.

Scroll down and locate the “Availability Calendar” - Check to see that the dates are not already reserved.

2 – On top of the Calendar you will see something like “Reserve Now”. Click on this.

3 – Enter your arrival date and the number of nights you are reserving.

Minimum Stays are set up in the computer. If you want to block off less than the minimum you should block the minimum and on the next page enter a note explaining that you want a different length of stay.

4. On the next page enter the following:

NAME: Please only enter the word “**Owner**”

ADDRESS, CITY, ETC: Something (anything) must be entered.

EMAIL: Please enter your correct E-Mail address. (*This is the address a confirmation will be sent to*)

PHONE: Please enter the correct Day Phone #

SPECIAL REQUESTS: See #3

You **must** check the box indicating you have read the policies.

Credit Card Information is now REQUIRED – Use CC Type – **Owner**

Use CC # - **5555 5555 5555 4444**

Use any future expiration date

We have modified the program to REQUIRE a credit card when making a reservation. This reduces the possibility someone just blocks a house without paying. Without this they could prevent someone else from reserving the house on-line.

5. Click Submit: Once you submit this form your house is automatically blocked for the dates you requested. It may, however, take a few hours for this to show on the house calendar.

Special Notes

Dates – The dates and red Xs on the calendar refer to the night. (*Reserving June 1st – 8th means you are staying the nights of June 1st thru June 8th and leaving by 10:00 am the morning of June 9th.*)

Arrival and Departure Times – Normal arrival is after 3:00 and normal departure is before 10:00 am. Therefore if you plan on staying later it is best that you block off that night also. Please note that unless you tell us specifically, rental guests may be allowed to arrive early and/or stay late.

Cleaning – Cleaners are assigned a week ahead of time. If you want us to arrange for cleaning after your stay, please give us at least a week notice. Otherwise we will expect that the house is left ready for the next guest.

Cancelling – The program does not allow you to cancel a reservation on-line, you must call or e-mail us.