

Frias Properties of Aspen Policies

1. **Deposit Payment:** 50% of the total, exclusive of tax and service fee due within 10 days after the initial request for reservation. If reservation is reserved within the final payment due time period, full payment will be required.
2. **Final Payment:** Remaining 50% of lodging plus full tax and service fee is due;

30 days prior to arrival for homes and condominiums
60 days prior to arrival for Ritz Carlton Aspen Highlands, Hyatt Grand Aspen & St. Regis
120 days prior to arrival for all reservations 30 days or longer
For all reservations during the holidays, 10/1/09
3. **Cancellation Policy:** 90% of gross lodging will be refunded if notice of cancellation is more than;

30 days prior to arrival for homes and condominiums
60 days prior to arrival for Ritz Carlton Aspen Highlands, Hyatt Grand Aspen & St. Regis
120 days prior to arrival for all reservations 30 days or longer
For all reservations during the holidays, 10/1/09

If cancelled property is re-rented during the cancelled time period, refund will be made for the amount re-rented.
4. **Taxes:** Taxes and service fees are not included in the quoted nightly rates.
5. **Check-in/Check-out** Check-in 4p.m./Check-out 10 a.m. These times allow our housekeeping department to professionally clean your unit. A major credit card (American Express, VISA, and MasterCard) will be required at check-in.
6. **Airport Transportation:** A courtesy phone for van pick-up is available in the baggage claim area of the Aspen airport. If you are experiencing difficulties with the direct dial phone, please call Frias Properties front desk at 970.920.2000.
7. **Check-in Point:**
 - Frias Properties homes and condominiums - 730 East Durant Avenue, Aspen, CO 81611
 - Silverglo Condominiums: 940 Waters Avenue, Aspen, CO 81611 - Phone 970-925-8450
 - Ritz Carlton Club - 0039 Boomerang Road, Aspen, CO 81611 - Phone 970-925-0000
 - Hyatt Grand Aspen - 415 East Dean Street, Aspen, CO 81611 - Phone 970-429-9100
 - St. Regis Residence - 315 East Dean Street, Aspen, CO 81611 - Phone 970-920-3300
8. **Condominium Disclosure:** Frias Properties of Aspen is a rental agent for condominiums and hotels that are independently owned. The nature of this relationship is that we cannot completely control the use of the accommodations we manage. Although problems are rarely encountered, we must reserve the right to change condominiums right up to and including day of arrival.
9. **Payment for night: (reserved)** The guest is responsible for payment of all nights reserved, regardless of the guest's actual arrival and departure date. Two Party Rentals: In the event two parties rent one unit and one party cancels, the other party is obligated for the standard occupancy rate.
10. **Cribs, Rollaway Beds, High chairs & A/C units:** Available upon request for an additional charge. The lodging bill is based on the total number of persons occupying the condominium.
11. **Pets:** Sorry, house pets are not permitted in our condominiums. Please: NO exceptions. Certain homes will consider pets with approval and security deposit. Inquire for details.
12. **Rates:** Rates and taxes are subject to change without notice.
13. **Showing Units:** We reserve the right to show any unit for rental or for sale on a 24-hour notice from 9 a.m. to 9 p.m. each day. We will make every effort to contact the guest and arrange the showing with them.