

Brock Haus Rentals Vacation Reservation Guide

Dear Future Guest,

Thank you for visiting our website. Please follow these simple steps to start the reservation process. I look forward to helping you plan your next vacation.

Best regards,
Rob Brockhaus
703-931-2643
info@brockhausrentals.com

- 1) **Select your Brock Haus Rentals vacation property.** Ensure your choice can accommodate the total number of adults and children in your party.
- 2) **Visit the online rental calendar** to ensure your preferred dates are available.
- 3) **Decide whether you prefer to reserve your dates by credit card or check.** A non-refundable service fee and a 50% deposit of the total balance are required to hold your dates if paying by credit card. A \$500 damage/security deposit is required for all reservations made by check and will be deposited upon receipt.
- 4) **Next, contact Brock Haus Rentals by filling out the “*Contact Us*” form on our website. Please fill in every response field** and let us know how you would like to make payment.
- 5) **You are also welcome to call us directly at the above phone number.** If we are unavailable to take your call, please leave your name, phone number, the name of the property you are interested in and the dates you would like to reserve. Your call will be returned as quickly as possible.
- 6) **After availability is confirmed by Brock Haus Rentals, you will receive a rental contract and registration forms via email. You have seven days to return the rental contract and deposit payment in order to confirm your stay.**
- 7) **Deposits less any service fee(s) are refundable if cancelations are made at least sixty days prior to arrival.**
- 8) **Full payment is due thirty days prior to arrival** via credit card or check and is non-refundable at that point. Credit card payments will be charged a non-refundable service fee.
- 9) Once payment has been received, **you will be emailed directions to the home and the combination code to the lockbox** that holds that property’s keys.
- 10) **Damage deposits made by check will be returned within thirty days of departure** if there is no damage.