



Monday March 23, 2020 Policy Update Related to COVID-19 Travel Restrictions

This continues to be an ever-changing landscape so please bear with us as we try to react to all the variables and roll out policies that balance the needs of our guests, our owners and our business. At the bottom of this document we have updates on the status of COVID-19 in SLO county and reminders on what we are doing to protect you and our homes.

All existing reservations are being honored. Below are our current policies with regards to cancellations.

IMPORTANT POINTS TO KEEP IN MIND:

NO RETROACTIVE ADJUSTMENTS: As our policies change to meet the current situation, all adjustments, partial refunds or credits issued for non-refundable payments are final and will be based on the current policies in place when you request the cancellation or credit. There will be no retroactive adjustments made as policies evolve in the future. Please keep this in mind as you decide what you want to do with your future reservation.

TRAVEL INSURANCE: For all reservations that include travel insurance, under the terms of the contract any cancellations **MUST** submit a claim with their insurance provider **PRIOR** to any consideration of a Goodwill credit from Beach-N-Bay Getaways or URelax Vacation Rentals. You must cancel your reservation prior to being able to make a claim with your insurer.

RESERVATION MADE ON OTAs (HOMEAWAY/VRBO OR AIRBNB): If changes are requested for a reservation made on these venues, we will cancel the reservation and the net funds received from the OTA will be applied to your new direct reservation made with us. The payments applied are not refundable and the new reservation is non-cancellable. Final payments will be collected directly by us when due. Service fees from these OTAs may not be refundable and the decision on the refund of service fees is up to these providers.

REFUND AND CANCELATION POLICIES STATED HERE SUPERCEDE ALL POLICIES STATED IN PREVIOUS EMAILS ON THIS TOPIC.

For reservations arriving by April 14th:

- If you wish to cancel your reservation, you will be issued a full refund whether you booked directly with us or through an Online Travel Agency such as Airbnb or HomeAway/VRBO. If you wish to do this, please send an email to info@beachnbaygetaways.com or info@urelaxvr.com with your request and we will process the request as quickly as possible. **Please DO NOT call us first.**
- If you are still planning on coming, we encourage you to do so because our housekeepers are following suggested practices for disinfecting and sanitizing our homes. *We would appreciate it if you would confirm with us by email with your name and reservation number.*

For reservations arriving between April 15th and June 19, 2020

Under our contract terms, any payments made on your reservation are not refundable. Based on changing conditions we may or may not offer options for cancellation other than normal terms of contract cancellation. The options provided below will help us better plan for the future operations and staffing of our business and provide our homeowners some visibility of future bookings while providing reasonable ways for you to retain most or all your money. **Therefore, we ask that if you love the central coast and definitely plan to come when it is safe to travel again, please take advantage of Option 2 below, and if you are pretty certain that you are going to cancel, please do so now so we have the opportunity to book another guest.**

IMPORTANT: For guests arriving between April 15 – April 30, 2020 you must send an email by March 30th with your decision. Otherwise, we will assume that you plan to complete your stay with us. We will update this policy on or before March 30, 2020 for reservations beyond these dates. We will also be contacting you directly by email to solicit your decision.

- **Option 1:** Keep your reservation under the normal terms of cancellation. If you choose to keep your reservation, you may be eligible for a full refund if we decide to extend the full-refund period due to changing conditions or restrictions
- **Option 2:** Cancel your reservation for a 100% credit against any reservation at any one of the properties managed by Beach-N-Bay or URelax (credit must be used with the company that is currently managing your reservation). Your new reservation must be of equal or greater value and your new reservation must conclude within one year of your cancellation date. This is a good-will credit and has no cash value other than towards a new reservation and is not refundable. If you are choosing this option, please retain the reservation number and information for your original reservation as a reference when rebooking. We will also be issuing a credit memo with the full terms of the credit upon cancellation of the first contract.
- **Option 3:** Cancel your reservation and receive a 50% refund on your prepaid reservation. If you do choose to cancel your current reservation, you will not be eligible for a retroactive full refund should we extend the period in which we offer full refunds on cancellations as a result of the evolving Covid-19 Pandemic.

For reservations with Arrivals June 20th 2020 or later (Final payments have not been made)

- Contract terms apply to these reservations for all cancellation requests.
- Reservation dates can be moved for the same home within 365 days of the request if final payment has not been received or charged according to contract terms.

Update on current status of COVID-19 in San Luis Obispo County

As of Sunday, March 23, there were 33 cases of COVID-19 but there has been limited testing so far. The county was very proactive and issued an order to shelter at home starting at 5:00 pm on Thursday, March 19th with all the normal exceptions for essential work and functions. This coincided with the statewide order for the same that was issued by Governor Newsom. Our anecdotal observations are that for the most part, people are abiding by these orders here. Since exercise and fresh air is still encouraged, there are lots of people out on the beaches and on the many hiking trails that our county offers but people are being very conscientious about respecting the social distancing recommendations. Most grocery stores (including Costco) are offering home grocery delivery (<https://www.instacart.com/>) and also many restaurants are offering pick-up and/or delivery options. If you have to shelter at home, why not do it in an area where you can breathe wonderful sea air and take long walks on the beach?

What we are doing to protect you

We are asking all of our housekeepers to follow the CDC guidelines for cleaning and disinfecting the homes to protect our guests to the best of our ability. These guidelines state that all frequently touched surfaces should be cleaned and disinfected with an approved product for killing Coronaviruses. This includes all door knobs, light switches, TV remotes, bathroom faucets and toilets, kitchen appliances and all other frequently touched surfaces. We will also wash all towels and linens in hot water with disinfecting laundry soap.

Thank you for hanging in here with us during these unprecedented times. Above all, we hope you and your family and friends remain safe and healthy!

