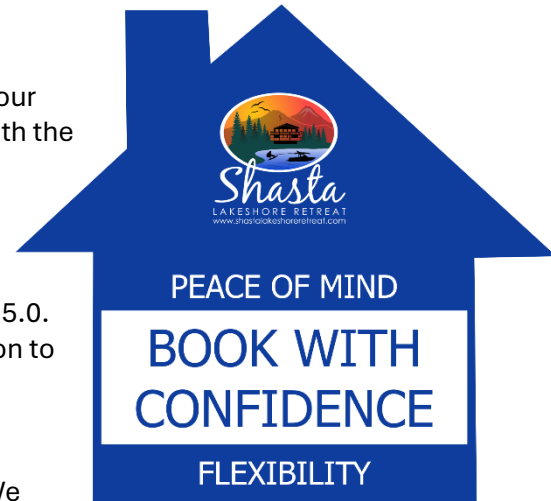


Dear Past & Future Guests,

We understand that committing to a vacation rental reservation for your family's getaway can feel stressful, especially if you are unfamiliar with the homes or the hosts. To help ease your concerns, here are some key reasons to feel confident when choosing Shasta Lakeshore Retreat:

1. **Outstanding Guest Reviews:** We are proud to have over [900 FIVE-STAR reviews](#) with an overall average rating of 5.0 out of 5.0. This reflects the trust our guests place in us and our dedication to delivering excellent vacation experiences.
2. **Experience You Can Trust:** With nearly a decade of [hosting experience](#) and thousands of bookings, we have developed a deep understanding of what makes a memorable vacation. We personally own some of the homes we manage, while others are we manage on behalf of their owners.
3. **Transparency and Flexibility:** Once you book with us, you'll receive a detailed Welcome Book that provides comprehensive information about the home, our rules, and expectations. If you're not completely satisfied after reviewing these materials, you can cancel your reservation within 24 hours for a full refund¹.
4. **Comprehensive Information:** In addition to the Welcome Book, our [public website](#) is packed with resources, including [details about each home](#), our policies, [local attractions](#), what to expect during your stay, [FAQs](#), and more. This ensures you have all the information you need to plan your trip with confidence.
5. **Flexible Cancellation Policy:** If your plans change, you can [cancel your reservation](#) up to 60 days before your planned arrival for a full refund¹.
6. **Rebooking Support:** If you need to [cancel within 60 days of your stay](#), we'll work with you to rebook the home. Should we successfully rebook it, we'll forward you the net proceeds, up to the full amount you paid. Our goal is to ensure fairness while protecting our business.
7. **Other Concerns:** If you are concerned about something like forest fires, lake level, or the next pandemic, please discuss with us and we will consider some guarantees outside of our policies.



We're here to address any questions or concerns you may have. Please don't hesitate to reach out to us for clarification or further assistance. We're committed to providing transparent and honest communication.

Warm regards,

David & Lori Raun

Shasta Lakeshore Retreat

Phone/Text: 925-200-6934

Email: ShastaRetreats@gmail.com

Note: 1. A full refund is all money paid to date minus the any credit card fee (~3% of money paid to date on credit card) as we do not get this back from the credit card company when you cancel. 24 hours to review after booking applies to all bookings where arrival is at least 2 days out.