

*To book any of our accommodations, you must be at least 21 years of age. As verification, a copy of the Guest's driver's license is required. Local fire codes prohibit exceeding maximum occupancy and all cabins are smoke free inside.*

**Check In/Check Out:** Time varies slightly according to season, during peak busy season, there may be a small check in delay while your cabin is cleaned and your patience is appreciated. Checkout time is 11:00 a.m. EST. Early check in and late check out may be requested but only granted if we are not back to back with guests. An additional night stay will be charged for all late check outs if not authorized by us in advance. If you know you are going to arrive late, you may want to contact our office so we can leave a light on for you. You will be responsible for finding your own cabin. No credit will be issued for unused portions of time in case of late arrival or early departure. Upon checkout please turn the thermostat to 75° in the summer and 65° in the winter.

**Guest Financial Responsibility:** Guest(s) understand they are solely responsible for any property damage, accident, injury to any person(s) or loss sustained by any person, including loss of money, jewelry and other items of personal property, arising out of or in any way related to guest(s) use of the premises or the items of personal property provided by Lakecabin4rent.com on behalf of the owner. Guest(s) should inspect cabin and familiarize their cabin upon arrival and report any missing and/or broken items so as not to be charged for them. An inventory of the cabin is taken prior to check in and check out, guest(s) assumes all responsibility for all damages, missing items and excessive cleaning during their stay. This includes extra cleanup caused by use of oils, soaps, animals, etc in hot tub. There is a \$100 charge if hot tub needs to be drained and refilled. Lakecabin4rent.com is not responsible for lost or stolen items. If any item is left at a cabin it will be returned to the rental office and is the responsibility of the guest(s) to notify the office of such items and will be returned at the guest(s) expense.

**Basic Supplies:** Cabins are supplied with the following items - liquid soap, 1 roll of paper towels, garbage bags, 1 roll of toilet paper, dishwashing detergent, linens for the beds, and basic kitchenware and dishware. All linens, towels, kitchenware and dishware are inventoried upon checkout and guest(s) will be charged for any missing items. Remember that these supplies are a complimentary supply; if you feel you will need and use more, please bring your own.

**Cancellations and Changes:** We will issue a full refund of your monies paid, minus a non-refundable cancellation fee of \$100, for any reservations cancelled 30 days prior to your scheduled arrival date, with the exception of race week or holiday cancellations. ABSOLUTELY NO REFUNDS are provided for reservations cancelled within 30 days of your dates; however you will be issued a credit for a future stay (excluding holidays and race week) that is good for 12 months if you cancel at least 7 days prior to check-in. Last minute cancellations and no shows will not receive this credit. No refunds and no credit will be given for race week or holiday cancellations. If you made your reservation less than 7 days prior to arrival, any cancellation will result in a forfeit of funds. Reservations made less than 30 days prior to arrival but cancelled at least 7 days in advance will be issued a credit. Any credit issued will be in U.S. Dollars for the amount

you paid minus the \$100 cancellation fee, good toward a future stay with us. You will not be guaranteed the same cabin, the same number of nights nor the same nightly rate, particularly if you were initially offered a discount or special rate. Only the guest who made the reservation may cancel or make changes to a reservation. All changes to a reservation must be made 30 days prior to arrival and guest(s) must be prepaid in full. In the event a unit is sold or becomes unavailable Lakecabin4rent.com, reserves the right to change rental units without notice and liability. We will make every effort to make your new accommodations comparable but it is not guaranteed, therefore guest(s) will be given the option to choose from available accommodations.

**Pet Fees:** Pets are permitted only in cabins that clearly state Pet friendly and there will be a one time non-refundable fee for extra steam cleaning based on the size of the accommodation. If a pet is found in a cabin that is not pet friendly a \$150 fee will be charged immediately or guest(s) will be asked to leave without refund. If damages are caused by a pet, appropriate charges will be incurred by the guest(s).

**Reservation/Booking Procedures:** Half of your total stay is due when the reservation is made to secure your dates. The remaining balance is due 30 days prior to your arrival or your deposit will be forfeited and dates unblocked.

**Furniture:** Please place all furniture back in the arrangement in which you found it upon arrival. Do not disconnect any cables or plugs from the television as this may interfere with its working properly.

**Refunds:** All cabins are privately owned, and there will be no refunds given for nonexistence of items, malfunction of any items/appliances, acts of God, electrical/gas/water/satellite outages or inclement weather. Refunds will not be given after check-in for any reason.

**Specials:** All specials or discounts must be mentioned at time of reservation. No adjustments will be made to guest(s) accounts after the reservation is made.

**Bugs/Pests:** Our cabins neighbor the Cherokee National Forest and although we perform regular pest control on all of our cabins, most of our cabins are located in a wooded, mountainous environment, and we do not guarantee them to be free of all pests, bugs or animals. We cannot offer any compensation for the presence of pests, bugs or animals. We also ask that all guest(s) respect nature and suggest that you do not feed the wildlife, particularly black bears which could become a nuisance for the next guest(s).

**Television/Telephone:** All of our cabins come with television, either satellite or cable. Local channels are not guaranteed. For televisions with satellite we ask that guest(s) not remove the cards from the satellite box, as a \$150 fee will be charged for lost or damaged cards. All local calls and 911 service are free, but long distance service depends on your choice of cabin. Some cabins offer unlimited service while in others long distance calls are blocked, therefore inquire before making your reservation. It is the

guest(s) responsibility to bring calling cards and/or cell phones, however cellular service in the mountains can be unreliable.

**Fireplaces:** All cabin fireplaces are equipped with propane gas logs, therefore firewood and kindling is not necessary, in fact burning any paper or combustible material in these fireplaces is a fire hazard and may cause irreparable damage. Guest(s) will be responsible for replacement or repair of fireplace(s) if damages occur. Fireplaces are to be lit only if the guest(s) are present in the cabin. Log arrangement in fireplaces are not to be tampered with, and no items are to be placed in them as it may cause damage. All fireplace pilot lights will be turned off during the months of May-September. If your cabin has an outdoor fire-pit, guest(s) will be responsible for securing wood. Feel free to burn any deadfall and branches on the ground, but please DO NOT damage any live trees or brush. Fireplaces may not be used during the hot summer months as they conflict with air-conditioning.

**Weather:** Some cabins may require 4-wheel drive during the winter months. We do not offer transportation due to inclement weather or road conditions. No refunds will be given if you are not able to reach your cabin or for weather related issues.

**Hot Tubs:** All hot tubs and Jacuzzi tubs are to be entered at guest(s) own risk as there are many health related hazards, please read Indemnity Agreement and use with discretion. All cabins have well water and minerals may cause a natural discoloration of water. Children should not use these facilities without proper adult supervision. Hot tub covers are to be left on if not in use and damages to covers will be charged to guest(s). After checkout, if housekeeping determines extra hot tub cleanup is needed due to guest(s) use of oils, soaps, food, drink, etc, there will be a \$100 maintenance charge if hot tub needs to be drained and refilled. Housekeeping sanitizes all hot tubs after each guest departure.

**Maintenance:** Regular maintenance is performed on all of our cabins, but like any home, malfunctions may occur. Please notify the office immediately if you find a maintenance problem, it will be handled according to the urgency of the problem. No refunds or compensation will be given if these issues cannot be fixed. If you require maintenance after hours a maintenance fee of \$50.00 per hour will be charged.

**Housekeeping:** Each cabin is cleaned after every guest departure, it is the guest(s) responsibility to call if there are any housekeeping issues upon arrival to their cabin. Lakecabin4rent.com does not provide daily maid service, however you may call housekeeping to see if they are available for special requests (additional fee may apply).