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POLICIES AND PROCEDURES

RESERVATIONS

You must be 21 years of age to book a cabin with Bear Camp Realty & Cabin Rentals. NO HOUSE PARTIES. All cabins are NON-SMOKING and will result in a fine of up to \$1000. Rates are subject to change at any time. Reservations require a two night minimum. A three night minimum is required in July, October and HOLIDAYS. A deposit of half (50%) your stay is due at time of booking. Visa, MC, Discover. The remaining balance is automatically deducted from your credit card on file 10 days prior to arrival. No portion of deposit is held in escrow. Guest hereby authorize Agent to charge any expenses related to repairs, extra cleaning, or theft/vandalism of any property from the unit to the guest's credit card on file. Property will be replaced at current retail value plus \$35 service fee. An inspection of the unit is taken before check in and after check out. Upon arrival to your unit, please inspect the unit and report any problems within 1hour.

PET FEES

There is a non-refundable \$75+tax per pet fee. Pets are only allowed in pet friendly cabins. This fee does not cover any damages to cabin or excess clean up in the form of carpet cleaning or spraying. If your pet sheds excessively, leaves behind fleas or damages to the property, you will be responsible for the cost of cleaning, spraying, repair or replacement. It is recommended that pets left alone in the cabin be crated. If a pet is found in a non pet friendly cabin a fine of up to \$1000 cleaning fee will be charged to guest and guest will be escorted from the property immediately. All monies paid by guest will be forfeited.

CHECK IN/OUT

All reservations must be paid in full 10 days prior to arrival. If your credit card is declined and we cannot contact you, your reservation may be cancelled and all monies forfeited. **Check in begins at 3:00PM.** Please refrain from trying to check in before 3:00pm. We make every effort to have homes ready at 3:00PM. Do understand delays may happen; no refunds will be given for these delays. We suggest, if possible, arrive before dark. If you arrive after 5pm, we are not responsible if you are unable to find your cabin. A \$25 service fee is charged if we escort you to your cabin after hours. If you are arriving after business hours please notify the office to arrange pick up of map/key code. **Check out is 10 AM.** You will be billed at \$25 per half hour if not vacated by 10AM. Any guest not checked out by 12pm will be charged for an extra day. Occasionally, if done the day before your departure, you can make arrangements for a later check out for a **modest additional cost.** Upon check out guest understand and agree to perform the following before vacating: Place all dirty dishes in dishwasher and start the machine or wash by hand. A minimum of \$50 will be charged for excessive cleaning. Turn thermostats to: Summer 75. Winter 65. Place all trash in receptacle, secure hot tub lid, **LOCK ALL DOORS AND WINDOWS.** Bear Camp Cabins will not be responsible for any and all items left in the cabins.

CANCELLATIONS/CHANGES

We have a \$50+tax processing fee for all changes and cancellations. A full refund will be given minus the fee if cancellation is 30 days prior to arrival. There will be no refund for cancellations less than 30 days prior to arrival. If you made your reservation within 30 days of arrival **NO REFUND** will be given and monies are forfeited if cancelled. All changes must be made 14 days prior to arrival. **HOLIDAYS REQUIRE A 30 DAY NOTICE FOR CHANGES OF DATES.** There will be no refund if reservation is cancelled. In the event a unit is sold or becomes unavailable Bear Camp Realty & Cabin Rentals reserves the right to change rental units without notice and liability. We will make every effort to make your new accommodation comparable but it is not guaranteed. **No shows will forfeit any monies paid.**

REFUNDS

Bear Camp Realty and Cabin Rentals is only a property management company. All cabins are privately owned. Unfortunately, we cannot refund any monies due to/ or relocate guest due to any of these: TV, VCR, DVD, gas log fireplace, jetted tub, hot tub, pool table, gaming system, small appliances, etc. not working or malfunctioning. No refunds will be given for acts of God, loss of electrical power, water, air conditioning, or cable/satellite outages. Refunds will not be given for ANY REASONS after check in. Your unit is inspected prior to your arrival to ensure that all equipment is in good working order. In the event of a mechanical failure, we will make every effort to have all reported malfunctions corrected as promptly as possible during regular business hours. No refunds for early departure, this includes departures due to inclement weather.

INSECTS

Welcome to the Smoky Mountains. Our cabins are neighbors to the National Park. Your vacation home is treated once a month for insects. Most of our cabins are in wooded, mountainous environment and we cannot guarantee them to be free of pests, bugs, or animals. We do not give refunds for pests, bugs, or animals. Should it arise, we will take appropriate measures to correct the problems. You may want to bring wasp spray during spring/summer months.

MAINTENANCE

As in any home, appliances, hot tubs, A/C and heating units, cable/satellite, TV/VCR/DVD, fireplaces, etc may malfunction on occasion. Please report any malfunction immediately. We do not give REFUNDS for any malfunction. To change cabins a service fee and housekeeping fee will be required. We will make every effort to correct any deficiencies as soon as possible during regular business hours.

DRIVING CONDITIONS

Mountain roads can be rough at any time of the year. We do not guarantee any road surface conditions. Most roads in our area are well maintained, however some are curvy and steep. Some are gravel. In the fall, winter, and early spring it is not uncommon to occasionally have hazardous road conditions. It is strongly suggested that all guests during these seasons have 4 wheel drive or chains. No refunds will be given due to inability to get to cabin due to road conditions including ice & snow. You are responsible for your transportation. We cannot provide transportation nor are we responsible for any towing charges you may incur during your stay.

HOUSEKEEPING/TRASH PICK UP

Your vacation rental was thoroughly cleaned and inspected prior to your arrival. Please call our office immediately to report any housekeeping issues. We will correct the problem as soon as possible. No refunds are given. If you have more trash than will fit in the outside trash receptacle, we provide a dumpster behind our office. If you prefer we come pick up the trash, we will be glad to pick it up for a minimum charge. However, if you leave excessive trash **you will be charged.**

HOT TUBS/POOLS

Please consult a physician if you have any questions or concerns regarding use of hot tubs or pools. Hot tubs are drained and cleaned between each guest stay. Hot tubs have bromine tablets in them. We are not responsible for any jewelry or clothing damage if worn in the hot tub. **A shower should be taken before and after entering the hot tub per guide lines of Sevier County Health Department.** If any items such as soap, bath products, food, alcohol, etc are found in the hot tub the guest will be charged \$150. Any damage to the hot tub cover will result in a charge of \$400. The covers are inspected upon each departure. We are not responsible for the opening and closing of subdivision pools.

FIREPLACES

Fireplaces (wood and gas) are closed from April 1 to October 1. Please be aware that we do not supply firewood. This is the guest responsibility. Do not rearrange gas logs for any reason or a fine will be incurred. Use of wood fireplace out of season will result in a \$25 clean up fee.

WHAT WE SUPPLY

Bear Camp provides: 1 roll paper towels, 1 roll tissue per bathroom, 2 small soap per bathroom, 2 trash bags per trash can for your convenience. Once you have depleted the provided items, you are responsible for purchasing needed items. All bed linens, towels, kitchenware, and utensils are inventoried upon check out. Please be sure to bring your own laundry detergent, as we do not provide daily linen service. Not all units provide washer/dryer, view unit amenities for your cabin. You may also want to bring dish soap, coffee and filters, charcoal for grill, hair dryer.

FURNITURE

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 ability. Charges may apply. All units are privately owned, not all have phone service. Check amenities list for your unit.

SERVICE CALLS

Our maintenance staff is here to assist you and provide timely service. Emergencies take precedence over non-emergency issues. If a maintenance issue is determined to result from guests, the guests agrees to pay for said maintenance. Example, A/C unit freezes up due to guest adjusting thermostat to low, refrigerator freezes due to guest adjusting thermostat, etc.

ACCOMMODATIONS

All vacation rental units are individually owned. Bear Camp Realty and Cabins Rentals has no ownership interest. Each property reflects the taste of each owner. We are not responsible for any changes made by the owner in furnishing or amenities. All guests understand they are solely responsible for any property damage, accident, death, injury to any person(s), or loss sustained by any person, including, the loss of money, jewelry, and other items of personal property, arising out of or in any way related to a guest use of the premises. All guests shall inspect and be familiar with the proper use and application of all items in the vacation rental prior to using them. The guests agree to indemnify and hold Bear Camp Realty and Cabin Rentals and/or the homeowner's harmless from any and all claims, including those of third parties, arising out of or in any way related to a guest use of the premises or the items of personal property provided therein. All guests assume the risk of injury, death or other loss related to any recreational activities or use of the premises and will hold the owner and its agents harmless with respect thereto.

I, _____ have read and understand all the policies and procedures of Bear Camp Realty and Cabin Rentals. I accept these provisions for my occupancy of a rental cabin. Further, I find my party and indemnify Bear Camp Realty and Cabin Rentals for any matters or claims arising from my cabin rental. I certify that I am at least 21 years of age and that I will be held responsible for the care of the property being rented under my name. I accept full responsibility for all damages or extra cleaning charge incurred during or those discovered after departure from the property I rented. I authorize these charges to be debited from my credit card that Bear Camp Realty and Cabins Rentals has on file. *NOTICE: TN Law (T.C.A. Section 62-7-107) provides that procuring accommodations under false pretense is a crime punishable by fine and/or imprisonment up to ninety days.

Signature _____ Date _____