

BIG CREEK CABINS

Policies & Procedures

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Big Creek Cabins (BCC) and our property owners make every effort to assure that all descriptions and representations from our staff, in our brochure, and on our internet site are accurate. However, we are not responsible for printing errors or changes made by owners in the furnishings or amenities. Prices, amenities, specials, seasons, and/or minimums are subject to change with or without notice. Any square footage noted is an approximation. It is believed to be accurate but is not guaranteed or warranted.

PAYMENT: A \$65 non-refundable payment is required on a credit card at the time of booking your reservation. Full and final payment of your rent, taxes and all applicable fees must be received in our office 30 days prior to arrival along with signed Rental Agreement. Any bookings made within 30 days respectively require full payment with a credit card at the time of booking and signed Rental Agreement. Acceptable payment methods include check, money order, Visa, MasterCard, Discover or American Express. Please be sure to write the reservation number on the check for proper credit. You will be charged for the unit you have selected based on the information in your rental agreement and the Policies and Procedures document published on our website. Send your payment to BCC, 677 Burem Road, Rogersville, TN 37857. Policies and rates are set at time of booking. Any refunds to credit or debit cards can take up to 10 days to process by issuing bank.

RENTAL RATE: The rental price is determined by the rental agreement at the time of making the reservation. No refunds or adjustments will be made for rate changes that take place after the date this reservation is made.

CANCELLATION: Only the guest named on the rental agreement may notify BCC either in written or verbal form of the request to cancel. If a booking is canceled less than 30 days prior to the arrival date, the reservation is non-refundable. For cancellations in excess of 30 days BCC will attempt in good faith to secure another booking for the property. If the property is re-rented then funds tendered by renter will be refunded pro rata, based upon re-rental fees less reservation fee of \$65. There are no refunds for bad weather, snow, no-shows, late arrival or early departure.

RESERVATION CHANGES: Only the registered guest named on the rental agreement may notify BCC for the requested change and a new rental agreement will be issued that must be signed and returned to BCC. A \$65 fee will be charged. Reservations cannot be changed or shortened after payment deadlines.

CHECK-IN AND LATE ARRIVALS: Check-In at the BCC office begins at 3:00pm. If you arrive early, you may have to wait to check in if your property is not ready. If you plan to arrive after 5:30pm, please contact the office for late arrival instructions 24-48 hours prior to arrival. Late arrival should be avoided if possible and can only be allowed for guests with signed rental agreements received by our office.

CHECK-OUT AND DEPARTURE: We are sorry you have to leave at all, however, we must insist on a 11:00 AM Check Out time. A minimum fee of \$100.00 may be charged for late departure, or if excessive cleaning is required. There are no refunds for early departures.

PET POLICY: Not all properties are pet friendly. Please be specific with your request when booking. No more than two (2) pets (dogs or cats – no puppies or kittens) are allowed in approved pet friendly units and only with the prior written consent of BCC. A non-refundable pet fee of \$40.00 plus tax will be charged and guests are responsible financially for any and all damages. Pets are to be attended at all times and never left alone in any unit. If it is found that you have an unapproved pet in your unit, you can be evicted without refund and/or charged a \$100 penalty plus the real cost of any damages.

UNIT CARE: Please note locations of fire extinguishers and exits upon arrival. **HEAT** - Do not turn off heat during cold weather; in warm weather do not turn the AC thermostat below 70°, as this will cause the system to freeze up. **REFRIGERATORS** – DO NOT adjust temperature colder than the middle setting, as it may cause the unit to shut down. **FURNISHINGS** - Do not move furniture; you may be charged to return items to their original position. Renter(s) understand and agree that it is the sole responsibility of the adults to supervise minors at all times.

FIREPLACES: Most of our cabins are equipped with either a gas or wood burning fireplace(s). In cabins having a wood burning fireplace(s), wood is furnished during the months of October through April. Kindling and/or fire starter logs are not provided. Be certain the flue is open on all wood burning units prior to starting a fire. Keep spark screens in place at all times. Never burn trash or non-wood products in fireplace.

NON-SMOKING - NO EXCEPTIONS: Renter(s) acknowledge and understand that all parts of the cabin interior are non-smoking. Renter(s) agree to pay not less than \$400 for odor abatement if they smoke in the cabin. A sand bucket is provided for safe disposal. Cigarette butts shall not be left on the grounds.

MAINTENANCE: It is impossible to guarantee that all appliances, hot tubs, hot water heaters, fireplaces, etc. will be in working order 100% of the time. We do guarantee to make every effort to correct all deficiencies as soon as possible during normal business hours. Report all maintenance problems to the office, 423-272-7040. In case of a true maintenance emergency after hours please call 970-209-0067 for assistance. Non-emergency maintenance will be handled the next day. Guests should take reasonable action to secure the problem. Management reserves the right to perform interior and/or exterior maintenance during your stay. We will do our best to do so without inconvenience to you.

FEATURES AND FIXTURES: BCC properties are owned and are decorated and furnished to suit the owner's taste and needs. The following is a list of basic items you will find in all of our rental cabins: Heat & A/C, refrigerator, stove, microwave, toaster, coffee maker, basic pots & pans, dishes, flatware, utensils, Color TV(s), fire extinguishers & smoke detectors, bed linens, pillows, towels, washcloths and bath mats along with a starter supply of bar soap, dish soap, and paper goods to meet the cabin's occupancy. All evidence of any Guest decorations must be properly disposed of upon departure.

CAPACITY CONSIDERATION AND NOISE: Our cabins are to be used for the QUIET enjoyment of our guests and are NOT to be used for parties, large gatherings or receptions beyond the sleeping capacity of the home. "Disturbing the Peace" may result in eviction. The capacity of the home as stated on the rental agreement and the parking capacity cannot be exceeded. No campers or camping on the grounds of the rental cabin will be allowed. **NOTICE TO GUESTS BRINGING TRAILERS OR CAMPERS:** Due to the hilly topography and limited parking in the area it can be difficult to find parking for trailers or large vehicles.

TRASH REMOVAL: All trash is removed by BCC from each unit at the end of each reservation. Please do not allow outside containers to overflow due to bear & animal problems. Daily trash removal is not provided, however, guests may use the dumpster behind Amis Mill Eatery to dispose of excess trash during their stay.

UTILITY SERVICES: Satellite, electric and water service are not under the control of and cannot be guaranteed by BCC. No refund will be made for interruption in service beyond BCC's control.

KEYS: You will receive one set of keys at Check-In. Extra sets may be requested. If you are locked out of your cabin during business hours please come by the office for a loaner key. After hours, if you are locked out call our emergency number 970-209-0067 and we will meet you with a loaner key. Any after hours costs incurred shall be charged to the guest. Please leave your keys in the unit on the dining table or deliver to the office at Check-Out. There will be a \$200 lock charge for all lost keys.

CLEANING: Renter(s) agree to return the cabin back to a reasonable state of cleanliness. Including the cleaning of all dishes and utensils and picking up. Used linens are to be removed from the beds and placed into the bathtub along with all other soiled laundry. All garbage must be placed in the trash can.

DAMAGES: Renter(s) acknowledges and understands that premises are to be left clean and undamaged. If cabin is not in suitable condition, Renter(s) acknowledges and understands that BCC reserves the right to charge Renter(s) for any extensive cleaning, damages, repairs, replacement, missing items or any damaged or lost personal or real property. Renter(s) acknowledges, understands and agrees that by signing the Cabin Rental Agreement he/she is authorizing BCC to charge Renter(s) Credit Card on file for any such damages or extensive cleaning. Additionally if the property is excessively damaged, Renter(s) agree to pay for lost rents due to damages.

INDEMNIFICATION AND HOLD HARMLESS: Renter(s) shall be solely responsible for any property damage, accidental injury to any person 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 Renter(s) use of premises or the items of personal property provided by BCC. Renter(s) shall inspect and be familiar with the proper use and application of such items prior to using them. Renter(s) hereby agrees to INDEMNIFY and HOLD BCC HARMLESS from any and all claims including those of third parties, arising out of or in any way related to Renter(s) use of the premises or the items of personal property provided therein. Renter(s) assumes the risk of injury or other losses relating to any recreational activities and will hold BCC and its Agent(s) harmless.

WEATHER changes quickly in the mountains. Always carry a jacket or sweater. Plan your trip according to the weather. For road conditions call 423-272-7121. In winter, though our weather is ordinarily fine, you should come prepared with extra food, 4-wheel drive or chains and a bag of snow melt. During periods of snow and ice, BCC reserves the right to cancel or transfer your reservation. Late arrival is not recommended. We cannot provide transportation of any kind!