

ACORN RIDGE CABIN RENTALS
1235 Dolly Parton Parkway, Suite #1
Sevierville, TN 37862

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GUEST RENTAL AGREEMENT

Thank you for choosing Acorn Ridge Cabin Rentals. Please review, sign and return the following Guest Rental Agreement to confirm your reservation. Signing this agreement constitutes acceptance of the terms and conditions detailed in this agreement.

AGE REQUIREMENT AND PAYMENT

Guest must be at least 21 years of age (proof with drivers license or I.D. card). At time of reservation a 50% prepayment is required. We accept Mastercard, Visa, Discover, or American Express (checking account debit card accepted). Final payment is required 10 days prior to arrival (cashier's check or personal check is accepted for final payment). Reservations are subject to TN state sales tax (9.75%) and Sevier County lodging tax (3%), cabin cleaning fee and processing fee. Tennessee Law (T.C.A. SEC 62-7-107) provides that procuring accommodations under false pretense (such as having more guests than stated) is a crime punishable by fine up to \$500.00 and/or imprisonment up to 90 days. Our accommodations are privately owned dwellings with the furnishings. You are responsible for any damages or missing items that occur during your stay. Please report any damage to our office immediately. Each renter is responsible for leaving the unit in order before checking out.

PET POLICY

A few select cabins allow pets. All other cabins do not allow pets of any kind. A one time fee of \$50.00 per pet is required to reserve a pet friendly cabin. The guest assumes full responsibility for any damage caused by the pet during the stay. Pets may not be left unattended in the cabin. If a pet is found or evidence of a pet is found you will be asked to vacate premises with no refund given. You will also be charged any cleaning fees that may apply and a minimum of \$250.00 up to \$500.00 fine.

HOT TUB AND JACUZZI'S

Hot tubs and Jacuzzi tubs should be entered at your own risk. Hot tubs are serviced and treated with proper chemicals. There are health risks associated with the use of hot tubs, use with discretion and at your sole responsibility. Some cabins have well water and may have any orange or dark color to it and may even have a slight odor. This is very common with well water due to natural sulfur. Each guest is responsible for informing their guests of possible risks. If you have questions or concerns, please consult a physician. Please do not stand or sit on hot tub covers. Damage to hot tub covers will incur a \$350.00 charge. Hot tub covers should only be removed when the hot tub is in use. Please call if water level drops below the skimmer. Bathing before entering and after exiting will help to prevent allergic reactions to hot tub chemicals. Please check water temperature before entering, as hot tub temperature should be kept below 104 degrees. Do not add oil or soap products to water. Children must be supervised at all times while using the hot tub. Elderly persons, infants, pregnant women, people with health conditions requiring medical care including infectious diseases SHOULD NOT use the hot tub. DO NOT consume alcohol, narcotics, or medication while using the hot tub. Should you experience nausea, dizziness or headache while using the hot tub, exit slowly and immediately cool the body and consult a physician.

CHECK-IN AND CHECK-OUT

Check-in is at 3:00pm. Please do not attempt to check-in earlier. In rare instances there maybe a delay in your check-in. We will however do everything we can to make sure that you can check-in at 3:00pm. We apologize for any inconvenience this may cause. We suggest if possible arrive before dark. If you arrive after 9pm we are not responsible if you are unable to find your cabin. Directions and the code to your cabin will be sent to you with your confirmation. No office check-in is required.

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Check-out is at 10:00am. If you check-out later than 10am on your scheduled check-out date you will be charged no less than \$25.00 per hour. Guest assumes full responsibility for damages and/or missing item (s) replacement to any unit. An inventory of the cabin is taken prior to check-in and after check-out.

CABIN PROVISIONS

Bed linens, bath towels and kitchen towels are provided in the cabin. Each cabin is also stocked with a complimentary “**starter supply**” 2 small bars of soap per bath, 1 roll of paper towels, 1 roll toilet paper per bath, garbage bags, 1 dish washing detergent and 2 dishwasher detergent packets. Basic cookware and dishware are provided (larger parties may want to bring extras). Laundry detergent and charcoal is not provided. Each cabin is equipped with a washer and dryer. Maid service is not provided, but can be prearranged for a fee.

WHAT DO I NEED TO DO BEFORE I CHECK-OUT?

Bag all trash and put in trash receptacle, wash all dishes used, place furniture in original position, leave beds unmade, place all wet towels on bathroom floor. If you adjusted the refrigerator settings set them back to their original setting. Notify Acorn Ridge with any damages to the cabin or property.

CANCELLATIONS AND CHANGES

We will issue a refund of your prepayment, minus the amount of 1 night rental cost for reservations canceled 45 days prior to your arrival date. If the reservation is canceled 30 days or less prior to arrival, the reservation may be re-scheduled for the same cabin at another time in lieu of forfeiting the prepayment. If the reservation is re-scheduled and canceled again, the prepayment will be forfeited. Only the guest named on the rental agreement may cancel or make changes to a reservation. We reserve the right to change the rental assignments without prior notice or liability in the event of a sale of the rental cabin, mechanical failure or guests will have the option of selecting from available cabins. If you need to make changes to your reservation (add or subtract a night, change cabins, etc.) you can do so up to 14 days of your scheduled reservation. If you need to make a change within less than 14 days of your scheduled reservation you will only be able to add a night or change your cabin. You will not be able to subtract a night from your scheduled reservation. In the event a guest fails to use cabin during the reservation period, no refund shall be issued. No refunds shall be issued for early departures.

LIABILITY

The rental properties are under the management of Acorn Ridge Cabin Rentals, who acts only as an agent for the owners. Under no circumstances will Acorn Ridge Cabin Rentals be responsible for any injury, loss, expense, damage, claims, direct or indirect consequential or otherwise. Acorn Ridge Cabin Rentals reserves the right to refuse or discontinue service to any person and/or rescind any contract for accommodations or guest services. All properties are privately owned, Management Company, Acorn Ridge Cabin Rentals and the homeowner will not be responsible for accidents or injury to guests for loss of money, jewelry or valuables of any kind. If legal action is needed the guests will be responsible for all legal fees. All cabins are privately owned, so rates, descriptions, bed sizes, furnishings, etc. may change without notice, due to any malfunctions or owner changes. We are not obligated to give refunds for the failure or absence of any item, or for any public utility. We reserve the right to change rental assignments without notice or liability, in the event the unit is sold or becomes unavailable. In such cases, if comparable accommodations are not available, you may select from available properties or receive a full refund. Rates, policies, unit ratings are subject to change without notice.

SMOKING POLICY

All cabins are non-smoking. Smoking is limited to porches and decks but guests shall refrain from littering. Additionally, guests agree to properly extinguish all smoking materials, we ask you to use extreme care when smoking and using charcoal. A minimum fee of \$500.00 will be charged if smoking is detected in the cabin.

FIREPLACES

All gas fireplaces are turned off Spring thru Fall as well as the gas during these dates. During this closed period, a clean charge of \$50.00 will be assessed if a wood burning fireplace is used. DO NOT leave the cabin if there is a fire burning in the fireplace. Keep the screen closed at all times. If your fireplace is gas, DO NOT PLACE ANYTHING IN THE FIREPLACE AND DO NOT MOVE LOG CONFIGURATION. Replacement cost are approximately \$600.00.

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DAMAGES AND EXCESSIVE CLEANING

In the event of damage, theft, or the need for excessive cleaning, you will be charged. Please note that hot tub covers are fragile and have a replacement cost of \$350.00 or more. Our cabins do not allow smoking or pets unless specifically noted. Guest agrees to leave the cabin in substantially the same condition it was at the time of check-in. Guest acknowledges they are providing their credit card information as a guarantee to pay for damages beyond normal wear and tear, for missing cabin contents (including towels).

MAINTENANCE

Acorn Ridge Cabin Rentals performs regular maintenance on all cabins and makes every effort to keep all amenities in good working order. As in any home, appliances, hot tubs, A/C and heating units, satellite TV, fireplaces, etc. may malfunction on occasion and while we do not offer refunds or discounts for such malfunctions, we will make every effort to correct any deficiencies as soon as possible during regular business hours. In the event a repair cannot be made, we reserve the right to move you to an equivalent or upgraded cabin. It is understood that these circumstances are beyond the control of Acorn Ridge Cabin Rentals. Guest agrees that Acorn Ridge Cabin Rentals and other service providers may enter the cabin at reasonable times for the purpose of making repairs. If you request after hours maintenance you will be charged \$35.00 per hour.

LOST OR STOLEN ITEMS

Acorn Ridge Cabin Rentals is not responsible for lost or stolen items. Guests items which are found will be returned to the rental office. Items can be returned at the guest's expense. We are not responsible for calling you to notify you that you have left something in your cabin.

WEATHER

Mountain weather can be unpredictable at any time of year, during winter months, four wheel drive and/or chain equipped vehicles is strongly recommended. We do not offer discounts or refunds if you are unable to arrive to your cabin because of weather conditions. We cannot provide transportation at any time as the weather and road conditions are clearly beyond our control. No refunds shall be extended due to fear in reaching a cabin.

PESTS AND ENVIRONMENT

To ensure the best guest experience, we perform regular pest maintenance on all of our cabins. Because our cabins are located in the Smokies, and are in wooded and mountain areas we cannot guarantee that they will be pest free. Occasionally invaders may make their way inside. Management will not be responsible in these instances and no refund will be given. Please report any problems and we will assist in correcting the situation.

SATELLITE CARDS AND TELEVISION

Do not remove the cards from the satellite receiver. Each cabin will be checked by housekeeping to ensure the satellite cards are not taken. If we find a card has been taken a fee of no less than \$250.00 will be charged. They will be reported stolen, deactivated and become void and useless. The cabins are privately owned and have cable or satellite television. Acorn Ridge Cabin Rentals does not guarantee a program or event will be available.

TELEPHONE SERVICE

Local calls are free. Long distance calls are blocked. Calling cards or any other card using a 1-800 number to access is usually accepted.

POOL TABLES

Cabins with pool tables: there will be a \$50.00 minimum charge to replace broken pool sticks. If the felt on the pool table is damaged a fee of no less than \$350.00 will be charged.

CHILDREN, PARTIES AND QUIET HOURS

The cabins are not child proofed. It is the guest's responsibility to safeguard children. The cabins are for individual and family use only. We do not rent cabins for parties. If a "rowdy" party, illegal drug, alcohol activity or destructive behavior is reported, local law enforcement will be contacted and guests will be evicted. Quiet hours are 10pm to 8am. Guests will be notified of noise complaints. If more than two complaints are received, eviction can occur.

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LOCAL FIRE CODES AND OCCUPANCEY

Local fire codes PROHIBIT EXCEEDING MAXIMUM OCCUPANCY. NO CAMPFIRES ARE EVER ALLOWED. The use of firearms and fireworks in and around the cabins is strictly prohibited.

EVICTION

Acorn Ridge Cabin Rentals reserves the right to terminate a reservation and evict guests found smoking inside a cabin, causing damage to a cabin, for knowingly reserving a cabin under the age of 21, for behavior that does not serve the best interest of the cabin owner, for personal injury to guests or others, for more than two noise complaints, for violation of criminal law, and for exceeding the maximum occupancy of the cabin. Evicted guests forfeit all rent and fees paid.

WILDLIFE

Help protect wildlife. Guests are requested not to feed or bait bears, deer, raccoons or other animals. Feeding wildlife usually guarantees it demise. Guests agree to keep all food and trash inside or in the appropriate outside containers.

MINIMUM NIGHT STAY

There is a 2 night minimum on all properties. During holidays and special events, the minimum night stay may increase.

SPECIALS

All specials or discounts must be mentioned at time of reservation. No adjustments will be made to guest accounts after the reservation is made. I understand that if I do not comply with the restrictions set forth in the rental agreement I will be asked to leave without refund. I understand that I am responsible for any missing items or damage incurred during my stay. Any missing items or damage incurred during my stay can be charged to my credit card.

Signature _____ Date _____

**ACORN RIDGE CABIN RENTALS
CREDIT CARD AUTHORIZATION FORM**

(This form shows you authorized Acorn Ridge Cabin Rentals to use your credit card to pay for your reservation.)

I, _____, hereby authorize Acorn Ridge Cabin Rentals to charge my credit card in the total amount of my reservation.

Visa Mastercard Discover American Express
Please provide the **last 4 digits only** of your credit card number _____,
expiration date ____/____.

Credit Card Billing Address:

First Name: _____ Last Name: _____
Street _____
Address: _____
City: _____ State: _____
Zip: _____ Country: _____

Reservation Number: _____

Guest First Name _____ Guest Last Name _____

Signature _____ Date _____

Drivers License
Number: _____

Issuing State: _____ Expiration _____

Date: _____

Name as it appears on Drivers
License: _____