

Welcome to Clearfork Cub's Cabin! We invite you to enjoy a wonderful vacation in the Great Smoky Mountains. We have developed the policies and procedures to help you prepare for your vacation in our beautiful cabin. We ask that you take the time to read the following policies and procedures prior to signing your rental agreement. We also suggest you bring this with you on your trip, as it will answer many of the questions you might have before, during, and even after your delightful visit with us.

Minimum Stay - 2 Nights allowed when reserved less than 7 days prior to arrival or less than 30 days prior to arrival when "only" two nights are available between other confirmed reservations. All holidays, (Martin Luther King, Valentine's, President's Day, Memorial Day & Labor Day weekends-3 night minimum; Thanksgiving week and Christmas week -5 night minimum; New Years season - 4 night minimum); June 1st thru August 31st and October.

During value season, Clearfork Cub's Cabin requires a minimum stay of two nights. During the Christmas and Thanksgiving Holiday we require a minimum stay of five nights. There is a four night minimum required for New Year's.

Reservations - Feel free to contact us at 707-838-1422, or 707-217-6060 we are always more than happy to assist you with your lodging needs and any questions you might have. To reserve your stay, have your credit card handy as we do require 50% of the total balance at the time of making your reservation. We also require you to sign off electronically on the rental agreement via email. We must have this sign off on the agreement prior to your arrival. Also you must be at least 21 years of age to rent and occupy our cabin.

Discounts - We also offer a lodging special year round that if you stay 6 nights you get the 7th night free, or during the value season we offer the lodging special that if you stay 3 nights you get the 4th night free, excluding holidays. (Value season is considered January 1st through May 31st, excluding all Holidays and Spring Break). Your least expensive night will be the free night.

Confirmation - Once we have processed your reservation and payment we will send you an email confirmation. Please be sure to read and electronically sign off on the rental agreement within 48 hours of the confirmation of reservation.

Security Deposit - A deposit of \$175.00 will be held on your credit card as a security deposit on the day of your arrival. The hold will be in effect for ten days, at which time it will expire unless the cabin is damaged or needs excessive cleaning. If the hold expires, your credit card statement will not show any charge or refund for the deposit, since there was only a hold placed upon it. Please see the section referring to damages for further explanation.

Price Structure - We have three different seasons:

Premiere: \$205.00/Night

June 1st through August 31, October, and All Holidays

Regular: \$195.00/Night

September, November, and December excluding Premiere seasons.

Value: \$175.00/Night

January through May excluding Premiere seasons.

Cancellations and Rental Changes - The person who signs the rental agreement must make all changes to the reservations. To cancel or change a reservation, the guest who signed our rental agreement must call about the cancellation. If you cancel thirty one or more days prior to your arrival date you will receive your deposit minus a \$35 cancellation fee. Also this person must send or fax a written signed statement to Clearfork Cub's Cabin (see address and phone number at the top of this document) about the cancellation. This cancellation letter must include reservation information including dates, amounts and reservation information. (See "Deposits and Fees" section for when letters must be sent.) Changes to reservations cost \$35 unless you are extending the number of nights you are staying with Clearfork Cub's Cabin in which case the change is free. The number of rental nights cannot be reduced within 30 days of your arrival date. You can not make any changes to a reservation within 30 days of your arrival date. Cancellation letters must be received thirty one days prior to your date of arrival. Please allow ten mailing days which is a total of forty one days. This process may also be executed by e-mail or fax. If you do not show up for your reservation you will be charged the entire amount of the reservation, **NO EXCEPTIONS**.

Clearfork Cub's Cabin reserves the right to move any reservations before or during your stay for inevitable circumstances; such as your cabin has been sold and is no longer available for rent or a natural disaster.

-Deposits and Fees - made prior to a cancellation are non-refundable if made less than 30 days prior to the arrival date. You may reschedule your booking, but only once. Rescheduled stays must occur within one year of the original reservation. The original deposit and reservation fee will be applied to the rescheduled dates. There are no reschedules or refunds if a reservation is canceled within 30 days of the arrival date. The balance of your stay will be charged 30 days prior to your arrival date.

Check-In Time is 3pm - Please do not try to check -in before 3:00 p.m. on your scheduled day of arrival.

Group Check In - The lodging information, instructions, policies and procedures should be passed along to the group by the group contact. For your enjoyment we do have a limit of 8 guests per stay.

Keyless Entry System – For your convenience a keyless entry system has been installed for your use. You will be provided an entry code 30 days prior to your arrival when the balance of your vacation has been paid. The entry is only good for the duration of your paid stay. At any time during your stay, when you leave, you may lock the cabin by pressing the lock button on keyless entry panel. Your code will not be activated until 3:00 p.m. on your expected date of arrival. Your code will be deactivated at 11:00 a.m. on your departure date.

Early Departure - If during your stay, a situation should arise that will cause you to depart early, you will not receive a refund. There will be no discounts or credits offered in such case.

Rental Capacity & Parking - Please do not exceed the occupancy capacity of 8 guests. Please, no RVs, campers, or buses may be parked at the rental cabin at any time. No ATV's or off road vehicles may be used at any time off paved or graveled roads. There is to be no washing of any cars and/or ATV vehicles. Our water supply is for domestic use only.

Damages - As previously mentioned, when you stay at Clearfork Cub's Cabin you are staying in one of the most beautiful, above average private homes, which have been personally and professionally decorated. As a general rule, most guests are very respectful of the owners and their property, although, there is always that one or two that have made examples of why we enforce the following policies:

If there is a need for any extra or excessive cleaning after your departure, you will be charged a minimum of at least \$100.00 or more depending on the nature and amount of the necessary cleaning.

Any vandalism and or theft will be photographed and reported to the police followed by litigation. The person who signs the rental agreement will be responsible for all costs of attorney's fees and all costs associated with litigation.

Please make sure to press the lock button when you leave. Any lost, damaged or stolen items will be the sole responsibility of the registered guest and they will incur the cost of replacing the items that were damaged or stolen.

Any guest that we are forced to evict will receive no refund or credit and shall be responsible for all costs associated with the eviction process.

Please keep in mind that the signed rental agreement is a legal and binding contract and therefore gives Clearfork Cub's Cabin the right to collect payment for damages, missing items, excessive cleaning made necessary by your stay.

The cabin is not to be used for parties or gatherings beyond the sleeping capacity of the cabin. Full payment for all damages, missing items and extra cleaning are the responsibility of the guest and will be billed to the credit card of the guest who signs the rental agreement. Please be aware charges could exceed the guest's security deposit.

Maintenance - We perform regular maintenance on our cabin, however, as with all homes, occasionally something malfunctions at the most inopportune times. We will do the best within our ability to correct the problem during your visit and make you as comfortable as we can.

Maintenance After Business Hours - We DO NOT offer any discounts, refunds, or credits for mechanical malfunctions. If at any time you encounter problems during your visit please contact 865-774-0132 between the hours of 9:00 A.M. and 5:00 P.M. or the emergency line at 865-654-9111 or 865-673-7018 (24 hr. pager) after regular business hours. If there is a problem after hours, please leave a message including your name, the address of the cabin, phone number and a message identifying the problem. We reserve the right to perform maintenance on our cabins when reasonably necessary. **IF YOU HAVE AN ACTUAL EMERGENCY or ENTRY PROBLEM PLEASE CALL 865-654-9111. EMERGENCY CALLS INCLUDE A/C UNIT, HEAT UNIT, HOT TUB MALFUNCTION AND CABIN ENTRY PROBLEMS. NON-EMERGENCY CALLS AFTER POSTED BUSINESS HOURS WILL BE CHARGED \$50.00 PER CALL.**

PLEASE NOTE: ANY HOT TUB PROBLEMS REPORTED AFTER 7:00p.m. WILL BE TAKEN CARE OF THE FOLLOWING MORNING.

Fireplaces are only operating during October 1st and May 31st. The fireplaces will not be turned on during any other time of the year.

Messages & Fax Machines - You are welcome to bring a fax or answering machine and plug it into a phone jack while at our cabin.

Internet Service - Before you leave home, contact your Internet service provider and ask for a Sevierville area access number.

Telephone Service - You can make local calls on the phones in the cabin. You may also call long distance, but only with an "800" phone card or if you call collect.

Hot Tubs - can be fun and relaxing if the people using them are healthy and responsible. For your comfort and peace of mind, our hot tubs are chemically sanitized before each guest arrives. However, to make your hot tub experience safer from bacteria, you are responsible to run the hot tub ten to fifteen minutes before you get into the tub. The guest who signs the rental agreement is responsible to tell anyone using the hot tub of all potential hot tub hazards. Hot tub use is strictly at your own risk. By using the hot tub, and by signing your rental agreement, you are absolving Clearfork Cub's Cabin and the cabin owner of all responsibility of any kind related to the hot tub or its use.

Hot Tub Covers - To make them easy to remove, hot tub covers are largely constructed of lightweight Styrofoam. To avoid breakage and replacement cost, do not sit or stand-or allow others to sit or stand on the hot tub covers. When the hot tub cover is removed, place it in a

safe location, away from people and pets. There is a \$350.00 replacement charge for a hot tub cover that has been damaged.

Housekeeping - Our cabin is a "housekeeping" unit. That is, while we provide starter supplies to get you going comfortably, you are responsible for any additional cleaning during your stay. Our housekeepers clean, sanitize and prepare the cabin thoroughly between guests. Maid service is not provided on a daily basis.

Laundry - There is a washer and dryer in the cabin, feel free to use it. You may wash the towels and bed linens provided by our company during your stay, but please do not make the beds on the day you leave.

Starter Kits - Clearfork Cub's Cabin provides a starter kit of soap, toilet paper, paper towels, dishwashing powder, and laundry soap for every cabin; however, for stays longer than 3 or 4 days this may not be enough. Please place a call to 865-774-0132 if replenishment of supplies is needed. Any items not regularly supplied by Clearfork Cub's Cabin will be the responsibility of our guests.

Check out Time is 11:00 a.m.- We hope that you have thoroughly enjoyed your visit with us and we understand how difficult it is to leave our beautiful Cabin, although we would like to ask for you to help keep the home as nice for the next guest as it was for you. Please do the following before you check out:

Wash all dishes and put them away.

Should your cabin have a dishwasher but no dishwasher detergent, please do not use regular liquid dish soap as a substitute for the dishwasher soap powder. Hand-wash the dishes instead using regular liquid dish soap in a dishwasher even once can ruin the dishwasher.

Please place all wet towels, washcloths and bath mats in the tub or shower.

Please protect the bears by sealing all trash in the plastic garbage bags and disposing of the bags in the bear-proof container (if applicable) found outside the cabin.

Turn off all lights and small appliances and set the heat at 62 degrees. In the summer, set the air conditioners at 75 degrees as you leave.

If you moved any furniture, such as kitchen chairs, please place them back in their original location.

If the cleaning company is unable to clean the cabin due to a late check out, you will be billed the full cleaning fee of \$85.00

Holiday Decorations – We have limited holiday decorations including an artificially decorated Christmas tree and wreath which will be put out by our housekeeping staff. You

may personally bring a few decorations as long as they do not cause any damage to the cabin. You may not put up decorations that require nails, screws, sticky-backed holders, or anything that will deface the cabin. Artificial Christmas trees are permitted, but not live Christmas trees. All decorations must be removed by checkout time.

Pets - We do not allow pets at Clearfork Cub's Cabin.

Candles- Please help keep our home safe. Unattended candles can cause fires potentially harming you the guest and our home. Please refrain from burning candles. There is a candle warmer in the living room so you may enjoy the fragrance of a candle without the flame. Please make sure to turn it off when you leave.

Smoking – Our Cabin is a no smoking home.. Smoking is allowed outside of the cabin only. If you are going to smoke outside please be courteous to others by picking up all butts and do not leave any signs of smoking at the property.

Emergencies - In the event of an emergency, call 911 and then inform the Clearfork Cub's Cabin emergency number. In case of fire, do not call from the residence. **IF YOU HAVE AN EMERGENCY (A/C UNIT, HEAT UNIT, HOT TUB MALFUNCTION, OR CABIN ENTRY PROBLEM, PLEASE CALL 865-654-9111 available 24Hrs or page 865-673-7018.**

Lost Items - Clearfork Cub's Cabin is not responsible for lost items, however, if any are found, we will return your lost items COD. If you lose an item, please call 865-774-0132 between 9:00 am and 5:00 pm. Unclaimed items will be discarded, or if appropriate, as in the case of handbags or wallets, the item will be given to the police.

Critters - The Smoky Mountains area has one of the most enjoyable ecosystems on earth, and insects are a part of that system. We try to control this natural occurrence by regularly spraying for insects. The most common pests which may find their way into our home include ladybugs, flies, mosquitoes and wasps. Hopefully, any bugs you find will be dead and you can quickly dispose of them. Hairspray sprayed on bees and wasps makes them immediately drop to the ground where they can easily be swatted. Naturally, it is a good idea to keep the screen doors closed while enjoying Clearfork Cub's Cabin. Feel free to leave a note for the cleaning crew or call the office to report bugs. We do not give discounts or refunds due to any pest control issue.

Weather - During winter months, November thru April, 4-wheel drive and possibly chains are recommended. We do not offer refunds or discounts if you cannot make it to the cabin. When visiting the Great Smoky Mountains, please keep in mind that there are some winding roads and steep inclines.

Policies and Procedures are subject to change without notice. If you have any questions regarding them, contact us at 707-838-1422. It is our sincere hope that you have a wonderful experience visiting the Smokies and staying with us at Clearfork Cub's Cabin Sevierville, Tennessee.