

# EAGLE FEATHER CABIN

## Rental Policy/Agreement

**YOU MUST BE 25 YEARS OF AGE OR OLDER TO RENT OUR CABIN. A VALID ID IS REQUIRED WHEN MAKING YOUR RESERVATION.**

**Rates:** Rates are subject to change without notice. Your rate will not change once your reservation is confirmed. In addition to rental rates, you will be charged a cleaning fee, any applicable pet fees, and 12.75% taxes as required by Sevier County.

**Check-in Procedures:** Check-in time is 3:00 pm. Cabin will be closed 10am-3pm for cleaning. If you arrive early, you may utilize the community pool or checkout the river at the covered bridge. Please be patient as we prepare the cabin for your stay.

**Check-out Procedures:** Check-out time is 10:00 am. Late check-outs may be approved on a case-by-case basis. Your late check out must be approved in advance. Upon checking out, please ensure the cabin is left as you found it:

- Wash all dishes or place dirty dishes in the dishwasher and turn it onto the cleaning cycle.
- Trash should be bagged and placed in trash can outside, or removed from the premises.
- Ensure all furniture is put back to its original position.
- Bed linens may remain on the bed, as we will change them for the next guest.
- Dirty towels should be placed in the washing machine or piled on the lower level bathroom floor.
- Please ensure all lights in the cabin are turned off and all doors and windows are locked.
- The coffee maker automatically turns off after 2 hours. Please ensure all other small appliances, including tv's are turned off whenever you leave the cabin
- If excessive dirt has been tracked into the cabin, please sweep the floors as a courtesy.

**Minimum Stay:** There is a 3 night minimum stay except during winter. Winter months require only a 2 night minimum stay.

**Payment:** Payment must be made in full prior to check-in. Key code will not be released until payment is made. We accept Visa/Mastercard/PayPal/and HomeAway Payments through VRBO. Certified cashier checks or US Postal money orders may be mailed to reserve your stay. No personal checks will be honored.

**Deposit:** In order to reserve your stay, you will be required to pay 50% of the full balance for your stay. Your full balance includes a \$75 cleaning fee, any applicable pet fees, and your rental rate for the duration of your stay, plus taxes. If you choose, you may pay the entire balance in full upon making your reservation. An itemized list is provided for you in the cabin binder with applicable charges for missing items. You may request this list in advance by email if you choose. You take full responsibility for any damages or missing items during your stay.

**Cancellations/Refunds:** A full refund will be provided for all cancellations with at least 60 days notice. Cancellations 30-60 days prior to reservation date will be refunded 50% of the total rental rate, cleaning fee, and any applicable pet deposits. Cancellations with less than 30 days notice will be refunded only the cleaning fee and applicable pet deposit. Refunds will not be provided in the event of appliance, cable, utility, hot tub, whirlpool, or HVAC failure. We will make every effort to correct failures as soon as possible upon them being reported to us. Please remember that power failures are beyond our control. In the event of a power failure, flashlights and emergency water are provided, and the gas fireplace will function in the winter months. Failure of hot tubs, whirlpool tubs, and small appliances do not constitute an emergency and will not be treated as such. In the event of emergency HVAC or water heater failure, please contact us immediately.

**Occupancy:** Our cabin sleeps 4-6 people. No additional guests are allowed. Only registered guests are allowed on

the premises.

**Keys:** Do not release your keycode to anyone other than the registered party. Keep your keycode in a safe place and remember to take it with you each time you leave the cabin.

**Pets:** We love our pets and we know you do too! Our cabin is pet friendly. We accept dogs and cats, no larger than 50lbs. Up to 2 pets are allowed in the cabin, with applicable non-refundable pet deposit of \$50 per pet, regardless of the length of your stay. Please clean up after your pets and do not allow them to sleep in the beds, on the blankets, or on the sofas. No pets are allowed in the whirlpools, bathtubs, or hot tubs. All dogs must be on a leash when walked. Our neighborhood does not allow dogs to be tied outside without supervision. In addition, a noise and nuisance ordinance is in place. If we receive a complaint, you may be asked to leave. Please keep your pets crated if they are left unattended in the cabin. If damages caused by your pet(s) exceed the deposit, additional charges may apply.

**Smoking:** No smoking is allowed inside the cabin. Smoking is allowed on the front porch only. An ash tray is provided. Anyone found to be smoking inside the cabin will be charged a \$250 cleaning fee. Our non-smoking policy will be strictly enforced.

**Vehicles:** Parking for 2 vehicles is provided off the street in front of the cabin. Please do not leave valuables unattended in your vehicles. Vehicle owners take full responsibility for their vehicles during their stay.

**Fireplace:** The gas log fireplace in the living room is closed May 15-October 15. From October 15-May 15, if you wish to use the fireplace, simply turn the timer dial located on the right side of the fireplace. Please do not place anything in the fireplace or leave unattended. Please turn the fireplace off if you are leaving the cabin.

**Hot Tub:** The hot tub cover is inspected after each rental. Damages to cover will result in a \$300 charge for replacement. Please use care when removing or replacing hot tub cover to prevent damages. Keep hot tub cover on when not in use. Do not turn off hot tub, it must continually circulate. Please shower prior to entering the hot tub and remove any makeup/lotions/oils prior to any hot tub use. Do not use any soaps, salts, or bubble baths in the hot tub. Such cosmetics can cause damage to the hot tub and excessive cleaning will be needed. If you have any medical conditions, please consult your doctor prior to using the hot tub. Please check temperatures of any hot tub/whirlpool/tub before entering or allowing children to enter. Use hot tub at your own risk.

**Air Hockey and Darts:** An air hockey table and electronic dart board are available for your use in the loft. Air hockey pushers and pucks and darts are inventoried after each stay. Charges will occur if any equipment is found to be missing. Please turn off and unplug air hockey table when not in use. Do not use any cleaners or polishes on the air hockey table, as they may permanently damage it. Do not set any food or drinks on the air hockey table as these may damage it.

**Trash:** All trash must be placed in receptacle on back porch or removed from premises upon your departure. Please refrain from any littering and do not leave trash out where animals can get to it. There are bears in this area so please keep that in mind when disposing of any trash or food scraps. If you find that the outside trash receptacle becomes full during your stay, please notify us so that we may take it to the dump for you.

**Telephone Service:** Telephone service is not provided in the cabin. Cell phone reception in the East Tennessee area can sometimes be spotty. Verizon Wireless has excellent coverage at the cabin.

**WiFi:** Free WiFi is available via Comcast Xfinity cable internet and a wireless router. A password will be provided to you upon confirmation of your reservation.

**Cable TV Service/DVD/VCR:** For your enjoyment, Comcast Xfinity Digital Cable TV service is provided in both the living room and loft areas of the cabin. Pay-per-view and On Demand are strictly prohibited during your stay. If a pay-per-view event, or any cable activity resulting in charges to our account are discovered on our itemized monthly bill, you will be charged. Please keep an eye on your children to ensure excessive charges do not occur. The Xfinity

remote will work on the cable box, TV, and DVD/VCR combo. Instructions are included in the Eagle Feather Binder, along with a channel listing lineup.

**Weather:** Weather in the East Tennessee mountains can be unpredictable. If storms are to be expected during your stay, you may wish to prepare for your stay with additional flashlights, water, canned food, etc. We provide a battery powered lantern under the sink for those unexpected power outtages. In the event of snow/ice, be cautious when using the ramps, decks, and porches as they may be slippery. Driving in the Tennessee mountains during snow or ice storms can be extremely dangerous, so use caution and drive at your own risk.

**Bugs/Animals:** Here in the heart of the Great Smoky Mountains, bears are often present in the area. Bears will usually keep to themselves so long as they are not provoked by humans and trash is not left outside where they can reach it. During your stay, you may come into contact with some "uninvited guests." While we treat our property for pests, we hope you can appreciate that being in the heart of the national park may present certain challenges. Some insects you may run across during your stay here are: lady bugs, cluster flies, spiders, scorpions, millipedes, wood roaches, carpenter bees, and wasps. If you find the presence of such insects to be a problem, please notify us immediately so that we may correct it.

**After Hours Calls:** You will be charged \$25 per incident for after hours calls (between the hours of 9pm-8am), unless a true emergency has occurred (HVAC or emergency water heater failure).

**Liability:** By signing this rental agreement, you take full responsibility for damages or missing items during your stay. You are responsible for all your personal property, as well as the cabin property. Homeowner will not be responsible for any accidents or injuries to guests, or for loss of money, jewelry, or valuables of any kind. Guest is responsible for all members of their party, and may be subject to legal fees should legal action be needed.

**Lost and Found:** We understand that you may inadvertently forget some items in the cabin after your departure. If any items are found, we will place them in our office for 30 days and attempt to contact you. After 30 days, all lost and found items will be turned over to Goodwill. We, the homeowners, are not responsible for any personal items left in the cabin.

**Supplies:** Eagle Feather cabin is fully stocked with just about everything you will need for your stay! Linens for 2 queen beds and 1 full sized futon are provided for you. 8 bath towels, hand towels, and wash cloths are provided. If you will be staying more than a few days, you may wish to purchase laundry detergent to wash your towels and/or linens during your stay, as fresh linen service will not be provided. The kitchen comes stocked with 8 table settings, various pots, pans, and utensils, and all the basic small appliances. 1 garbage bag per trash can, 1 roll of paper towel and 2 rolls of bath tissue are provided as starter supplies. The kitchen comes supplied with 1 small dish soap, and each bathroom comes supplied with 1 small bath bar soap and 1 pump hand soap. Automatic dishwasher detergent is always provided. You may wish to purchase more supplies if you will be staying more than a few days, or have several people in your party.

We hope you enjoy your stay at Eagle Feather Cabin. Welcome to the Great Smoky Mountains!

**By signing the rental agreement, you are agreeing that you will abide by the policies and procedures listed above.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_