

# CABINS BY THE CAVES Rental Policies

**OFFICE HOURS:** Our office is available from 9:00 am to 8:00 pm seven days a week. We are available after hours for emergencies only (plumbing and heating issues). You may reach our office at 877-322-2283 and after hours at 614-832-2561 or 614-679-3457.

**RESERVATIONS:** You must be at least 21 years old to rent a 3 bedroom or less cabin and some may be designated as 25 years of age. All of our lodges have a 25 years of age minimum requirement to rent. You must provide a valid driver's license at check-in. Payment is expected at the time of reservation at our 8 person and under cabins. For reservations at our Lodges a 50% payment plus the refundable security deposit with a Visa, MasterCard, American Express, or Discover is required to confirm a reservation. Your balance will be due within 30 days of the reservation date. Some cabins may also require a \$200.00 refundable security deposit. Deposits will be refunded to the card on file after check out, provided there isn't damage to the cabin. Cabins by Caves may use any funds received from guests immediately upon receipt of such funds. Reservations which are changed 2 or more times are subject to a \$25.00 reservation change fee. All cancellations will incur a minimum 5% handling fee and additional cancellation fees may apply based upon the date of cancellation. Please refer to our cancellation policy.

**INDEMNIFICATION AND WAIVER:** Cabins by the Caves maintains their properties with the utmost care and regard for our guest safety. All guests are responsible for their own actions during the course of their stay agree to indemnify and hold harmless Cabins by the Caves and any Owners which Cabins by the Caves provides property management services for any accident or occurrence in or on the Premise.

**MINIMUM STAY REQUIREMENT:** There is a 2 night minimum stay requirement for cabin rentals on weekends and a 3 night minimum stay may apply on certain holidays. One night stays are available weekdays Sunday-Thursday for our 2-4 person cabins only. Special discounts on extended stay cabin rentals require at least a 5 day stay.

**HOLIDAY LIST:** The follow holidays are subject to Peak Season Cabin Rental Rates and require a 3 night minimum stay. Check-ins will not be permitted on the actual day of the Holiday. Please call for all Holiday rates and confirm 3 night stay requirements. Other holiday restrictions may apply. • Memorial Day • Independence Day • Labor Day

**METHODS OF PAYMENT:** Cabins by the Caves accepts Visa, MasterCard, Discover and American Express credit cards for cabin rentals. A major credit card is required at the time of reservation which will be kept on file for any damages to the property and for pet and any security deposits.

**CANCELLATIONS:** All cancellations will incur a 5% cancellation fee and additional fees will apply at: 8 person and under cabins: A 90% refund will be given with a minimum of 14 days advance notice. 7 days a 75% refund, and 3 days or less advance notice there will be No Refund. Lodge reservations cancelled with 30 days advance notice will receive a 90% refund; 14 Days a 75% refund; 3 days or less there will be No Refund. **No refunds will be issued for cancellations due to weather.**

**REFUNDS:** No refunds will be given due to weather conditions or for early departures. We recommend 4-wheel drive in the winter season. All properties are privately owned. Your unit will be inspected prior to Cabins by the Caves your arrival. Cabins by the Caves will not issue refunds in the event of mechanical failures or absence of any item, or for any public utility problem. No student groups, house parties or receptions are allowed at any of the units. If guests are found to be having a party, they will be asked to vacate the unit and no refund will be given. **Absolutely no fireworks shall be set off on the properties. At no time should furniture be moved inside or outside the cabins.** We expect cabins to be left as you found them, and a \$35.00 per hour cleaning fee will be charged for cabin clean ups that are excessive. We want all guests to enjoy our cabins, please leave the cabins as you found them.

**DISCOUNTS:** Only 1 discount can be applied to a cabin rental. Discounts may not be combined nor can they be applied to special packages.

**PETS:** The following is a list of our pet friendly properties: Hillside, McKinley, Outside Inn, Black Birch Ranch, Cardinal Ridge, Evergreen Cabin, Red Fox Retreat, Basswood Grove, The Lodge at Lane's End, Chestnut Chateau and Chestnut Chalet, Maple Ridge, Ridgeback Cabin and The Olde Homestead. Pet fees and /or deposits may vary by cabin. Cardinal Ridge, Red Fox Retreat, Outside Inn, Maple Ridge, Ridgeback Cabin and Basswood Grove, require a \$50.00 nonrefundable deposit for pets. Black Birch Ranch will permit a pet for a \$35.00 non-refundable deposit and the Hillside, McKinley, and Chestnut cabins require a \$50.00 refundable deposit. The Lodge at Lane's End will permit up to three pets and there is a \$30.00 pet fee per pet. If your deposit is refundable it will be refunded after check-out and inspection to the card on file and typically takes 5 to 7 business days to process. **Discovery of an unauthorized pet will result in a \$100.00 fee** charged to the credit card on file. If you are bringing a pet to a pet friendly property we ask that you please clean-up after your pets and that pets are not to be left unattended inside the cabin. Unattended pets must be kenneled while inside the cabin.

**SMOKING: Smoking is prohibited inside any of our cabins.** Discovery of smoking inside a cabin will result in a \$300 fee charged to your credit card.

**EQUIPMENT AND FURNISHINGS:** Cabins that have land lines may require a calling card for outgoing long distance calls. You may contact our office to confirm if your landline has long distance calling available. Local and emergency service is available. Incoming calls may be received. Equipment failures and problems with the unit must be reported immediately. Our emergency number(s) should be used after hours for emergencies such as no heat, no water, etc. Other equipment failures such as hot tubs, gas fireplace, TV, etc. should be left on our office voicemail. Repairs will be made as quickly as possible.

LINENS AND SUPPLIES: Bed linens and bath towels are provided along with basic kitchenware and utensils. We supply trash bags, paper towels, bathroom tissue, dish and hand soap. Personal items such as shampoo, bar soap, or hair dryers are not supplied so please bring your own. Hot tub towels are not routinely supplied. You may also want to bring a flashlight and lighters.

OUTDOOR GRILLS: Most cabins have charcoal grills. For charcoal grills you must bring your own charcoal and starter fluid. Bearadise Ridge and Gokotta Ridge do supply a propane grill.

FIREPLACES: Gas or wood burning **fireplaces are not to be used April 15th through September 1**. Gas fireplaces are not supplied with propane from May-August. At no time may you cut wood on the premises. If you bring your own firewood it must be bundled and cut. There is firewood available for purchase at the cabin for \$8.00 per bundle. You may contact our office to order in advance of your stay. A minimum 2 days advance notice is required. Please follow all safety precautions which are posted at the cabin for proper fireplace use. All dampers should be opened when the fireplace is in use and never should a fire be left unattended in a cabin.

OCCUPANCY AND HOUSEKEEPING: **Please limit occupancy to what is posted on each cabin's description**. Our occupancy rates apply and will be charged if additional people are discovered. Outside guests are not permitted at the cabins. Hot tub covers must remain on the hot tubs and we require that all trash be placed in the outside containers at check-out and latch the lid in place. **Please do not leave loose trash inside the outdoor receptacles** or a \$75.00 clean-up fee will apply. A \$35.00 per hour cleaning fee will apply to any cabin left excessively dirty.

HOT TUBS: Your hot tub may not be a full temperature upon your arrival. Hot tubs are drained and sanitized and take will take hours to heat to full temperature. Hot tubs should not be used at temperatures greater than 104. Please follow all safety instructions posted at your cabin. Our Guests are not permitted to change any settings other than the temperature and jet settings. **A \$100 cleaning fee may apply to hot tubs left excessively dirty**.

Signature \_\_\_\_\_

Date \_\_\_\_\_