

# POLICIES

- 1) Two (2) night minimum is required, except for Holidays or Race Week.
- 2) Weeks run from Sunday to Sunday.
- 3) Check-in ~ after 3 p.m. ~ Check-out ~ before 10 a.m. (Without Prior Approval)
- 4) Visa & MasterCard – credit/debit, cards accepted.
- 5) Tenants must be 25 years of age unless accompanied by an adult guardian or parent. (No vacationing students)
- 6) A payment equal to 50% of the rental rate is required upon booking for weekly rentals. The balance is due (30) days before arrival. A \$200 Security/Damage “HOLD” is required on a valid credit card. Reservations made within a month of check-in, or for **short term stays must be paid in full at time of booking.**
- 7) We supply a limited amount of paper products and cleaning supplies.
- 8) Cancellation Policy – A sixty (60) day notice is required for cancellations. Cancellations made prior to (60) days before arrival date, no penalty will occur **except** if deposits were made via credit card. All credit card cancellations are subject to a 5% cancellation fee or \$50, whichever is greater.
- 9) Our cabin is fully equipped for everyday living. Towels and linens are provided. We ask that you strip the beds and put all soiled towels, etc. on the floor in the laundry room. **Only 1 set per bedroom allowed** - Trash must be bagged and put in trash box located by the driveway. (Pick-up on Tuesday mornings)
- 10) Cleaning fees: Main Cabin only - \$60.00; Bunk Cabin included (4<sup>th</sup> bedroom) - \$75.00 fee.
- 11) Smoking is NOT permitted inside the cabin. If it is determined that smoking did occur inside the cabin, an additional cleaning fee will be charged to cover the cost of smoke removal and any damages incurred. Please don't leave your butts in the yard, dispose of in a safe manner.
- 12) Our cabin has a gas log fireplace in the family room, and an outdoor fire-pit. We furnish firewood for your convenience.

- 13) Pets are NOT permitted.
- 14) Everything in the cabin should be in good working order. Please report any problems to our maintenance manager, Dean Blevins 276-388-3149. Every effort will be made to correct the problem, but we cannot refund your money due to mechanical failures.
- 15) Storm policy/Road conditions: No refunds will be given for storms. Mountain roads can be curvy and steep. Our gravel drive is well maintained, however, we highly recommend four wheel drive and/or chains during the winter months. We do not refund due to road conditions.
- 16) As things change we will try to keep our site updated, however, rates and terms may change.
- 17) 7% local state and county taxes apply
- 18) The maximum occupancy for our main cabin is (6) and (2) in the bunk cabin for a total of (8).
- 19) Helton Creek Cabin is privately owned. The owners are not responsible for any accidents, injuries, illness or death that occurs while on the property
- 20) We are NOT responsible for personal items left behind at the cabin. Perishables that are left behind will be thrown away, and other items will be held for 30 days then disposed. If you wish to have your items returned to you, there is a \$25 charge + shipping costs.
- 21) Travel Insurance: We highly recommend purchasing travel insurance.