

POLICIES

- 1) Three (3) night minimum is required during Holidays and Peak season, (2) nights during Off Season (*Rates subject to change*)
- 2) Weeks usually run from Sunday to Sunday.
- 3) Check-in is after 3 p.m. daily. Check-out by 10 a.m. daily.
- 4) Visa & MasterCard – credit/debit, cashier’s checks, money orders, or cash 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 (14) days before arrival. A \$200 Security/Damage “HOLD” will be required on a valid credit card. Reservations made within a month of check-in must be paid in full at time of booking.
- 7) We supply a limited amount of paper products and cleaning supplies. Speedy’s store and café is close by in case you need more.
- 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. Tenants are expected to drop off their trash in the dumpster located at Speedy’s store and café.
- 10) Tenants using (1) bedroom will be charged a \$40 cleaning fee; (2-3) bedrooms will be charged a \$60 cleaning fee; (4) bedrooms will be charged a \$75 cleaning 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 without prior approval. We may consider ***DOGS*** under 30 pounds that are house-broken. There will be a \$50 non refundable fee per dog with no more than (2) two. ***This policy is subject to change at any time.*** **No other pets of any kind allowed!**
- 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. The owners are NOT responsible for the loss of personal belongings or valuables of the guest.
- 20) The owners are not responsible for loss of personal belongings or valuables of the guest. All items of minor value left behind by guests, including personal hygiene products, food, food containers, toys, will be destroyed during cabin clean-up. Any items of greater value will be documented and stored for 30 days, after which they will be destroyed if unclaimed. Stored items can be returned to guests upon their request and payment of shipping costs and \$25 handling fee.
- 21) Travel Insurance: We highly recommend purchasing travel insurance.