



Contact Information

Name:	
Address:	
City/State/Zip:	
Email:	
Phone:	
Cell Phone:	
Best Time to Call:	

Cabin Information

Cabin Name:	
Arrival Date:	
Departure Date:	

Billing Information

Card Number:	
Expiration Date:	
Name on Card:	
Billing Address:	
City/State/Zip:	
Billing Phone:	

Please fax the completed document and signed Terms & Conditions to (865) 671-8437.

All requests are processed manually and are only valid if the requested dates are available and your signed Terms and Conditions are received. You will receive a confirmation packet via email with your booking details as well as directions to your cabin once your reservation is processed.

To check availability online, please visit <http://www.tncabin.com>

YOUR SIGNATURE CERTIFIES that you have read the Mountain Cabin Rentals Terms and Conditions, understand and agree to abide by them, that you will maintain the property in as good a condition as you find it, reasonable wear and tear excepted, and you agree to replace or pay for any loss, breakage, or damage to the entire satisfaction of the owner or his agents. **YOUR SIGNATURE** also certifies that you are an adult and financially responsible for any damage by parties present during your occupancy dates. Please sign below, initial the following pages in the spaces provided, and FAX all pages to us at 865-671-8437.

Signature required: _____

Mountain Cabin Rentals Rules & Regulations

Please be a good neighbor and observe usual and customary quiet times.

1. Deposit and Remaining Balance Requirements: To confirm the reservation if reservation is made 14 days or more in advance, Mountain Cabin Rentals requires a 50% deposit of the total cost in addition to a \$20 processing fee; deposit is charged at the time of booking. The remaining balance (including 9.25% tax) will be due 2 business days prior to your check-in date. The balance will be charged to the credit card on file. If your reservation is made within 14 days of your arrival, payment in full is required at the time of reservation; no refunds available. We accept payment in the form of Visa, MasterCard, American Express, and Discover. If you use more than one credit card you will have additional processing fees. We do not accept cash or checks for either the deposit or the remaining balance payment.

2. Cancellations: Mountain Cabin Rentals has a no-refunds policy. If for any reason you should need to cancel, your notification must be received by phone by Mountain Cabin Rentals 48 business hours or more prior to your arrival date so that the reservation, for that specific cabin, may be transferred to another date within the year for an additional \$50 fee. Any transfer made within 48 hours of the arrival date will be charged an additional \$100 fee. Reservations may only be transferred one time. Your full balance will become due at time of transfer. **NO CANCELLATIONS OR REBOOKINGS ON DISCOUNTED RESERVATIONS, TRANSFERRED RESERVATIONS, AND/OR HOLIDAY RESERVATIONS.**

3. Refunds: Mountain Cabin Rentals does not supply refunds for any reason including weather conditions. Neither the rental company nor the property owners will be obligated to refunds in the event of failure of appliances, whirlpool, hot tub, central heat and air, any public utilities including satellite or cable TV. In case of a breakdown, we will strive to make repairs as soon as possible after being notified by you of the problem. All rental properties are privately owned. Owners reserve the right to move or remove furnishings and amenities as they see fit. Descriptions on Web sites updated to the best of Mountain Cabin Rentals knowledge. No refunds will be given due to change in furnishings and or amenities.

4. Pet Policy: Pets are not allowed in a majority of properties. Eviction and a forfeiture of rent will occur if a pet or evidence of a pet is found during a stay in any cabin that is not pet friendly. Guests will also be subject to a \$100 fine and may incur additional charges for damages and cleaning.

5. Occupancy: The total number of persons allowed in the property at any one time is restricted to the number the house will hold per sleeping arrangement. This number includes children and adults. **NO HOUSE PARTIES ALLOWED.** Atmosphere conducive to quiet enjoyment of guests must be maintained. Violations are grounds for eviction without refund of rent. No sororities, fraternities, school, or civic groups allowed.

6. No Smoking: Our cabins have a strict **NO SMOKING** policy. If a cabin has been smoked in, a \$300 charge will be applied to cover full steam-cleaning of carpets, furniture, walls, etc.

7. Hot Tubs & Jacuzzis: No substances should be added to hot tubs or Jacuzzis including any of the following: lotions, soaps, oils, bubbles, candles, or alcohol as these can cause damage and must be cleaned from the system. **A minimum cleaning fee of \$75 will be charged.** Any damages that occur as a result will be also billed to the credit card on file. Makeup and jewelry should not be worn in hot tubs as they may cause an adverse chemical reaction. Hot tubs are treated with Bromine or chlorine. If you have sensitivity to either chemical, please do not use hot tubs. We recommend that you shower after being in the hot tub. If you have any medical conditions please contact your physician before using hot tub. Use hot tub at your own risk.

8. Check-In and Check-Out: Check-in time is after 4 PM and check-out time is before 11 AM. Just prior to your departure, please call (865) 603-3451 (local call from cabin) and leave a message stating that you are checking out. Late checkouts will incur an additional fee equivalent to one night's stay. **Inspection crews carefully inspect all properties for damage. Any Damages Or Missing Items Will Be Charged To The Credit Card On File.** Items left in cabins may be returned upon request for a service charge plus shipping and handling.

9. Cleaning: As a courtesy to our guests we do not charge a cleaning fee. However, we do require that you complete all of the following prior to your departure:

- Load and run all dishes in the dishwasher
- Furniture should be left in its original position and condition
- Bag all trash and place in the outdoor receptacle
- Thermostat should be set at 72° in the summer and 68° in the winter
- Please treat our privately owned homes as your own, leaving them in proper order
- Please keep outdoor trash receptacle lids closed and locked at all times to deter critters and bears
- Please make sure the door is locked when you leave the cabin

***Failure to complete all of the above items and/or any additional cleaning required to return the unit to its original state will result in a minimum cleaning fee of \$75 and will be billed to the credit card on file.**

If there are any cleaning issues upon your arrival at the cabin, please contact us immediately. We will then assess the situation and complete the appropriate actions to rectify the situation if necessary.

10. Trash: Please remove all trash bags from the cabin and place them in the outdoor receptacles. If the trash cans are full please take any additional bags with you and deposit them at the nearest waste management center. Any bags that are left in the cabin or outside the trash bins will result in a \$30 charge to the credit card on file.

11. Ownership & Management: All rental properties are privately owned, and some properties may be for sale. Mountain Cabin Rentals is an agent of the rental property owner. We reserve the right to refund deposits, refuse rental, or to discontinue occupancy if in our judgment your occupancy of the unit is detrimental to the property. And we reserve the right to enter the premises at any time for the purpose of inspection, repair, management, or showing to prospective buyer. Advance notice will be given to you, the guest, if the property will be shown to a prospective buyer during your stay. Property may not be used for any unlawful purpose.

12. Liability: By renting this property you are assuming all risk of and liability for any damage done to person or property, agents, employees, or visitors occasioned by the present or future condition of the premises both latent and manifest. We will not be responsible for accidents or injury to guest or loss of money or valuables of any kind.

Initials: _____

13. Locked Closets: All cabins are privately owned and are furnished with the owner's personal belongings. Neither the management nor the owner shall be responsible for providing any additional furnishings. The condition of the cabins and all furnishings vary according to the taste of the owner, the age of the home and the care given by the owner. Some owners have locked closets containing personal belongings; these are private property and are not included in the rental of the cabin. Any report from the maid staff or maintenance of guests breaking into a locked owner's closet will constitute trespassing and will result in a fine of at least \$150 and may incur additional charges for damages, replacement costs and repairs.

14. Insects: Each unit is professionally treated by a licensed pest control service for critters and bugs on a regular basis. However, it is the mountains and occasionally critters do make their way inside. No refunds given in these instances.

15. Driving/Weather Conditions: We do not guarantee any road surface condition. Most roads in our area are well maintained but can be curvy and steep. Some units may have gravel drives and roads. All of our units are located on county and city roads and are not maintained by the rental agency or homeowner. Mountain Cabin Rentals will not perform "rescue missions." If you find yourself stranded or in need of roadside assistance, you may call our hotline and we will provide you with the phone numbers to towing companies. No refunds given due to fear of heights or roads. Please adhere to all No Parking signs. Any signs of tampering with these signs will result in a charge of \$200 being placed to the credit card on file. No refunds will be issued for towing or roadside assistance.

16. What do you consider a national holiday? A national holiday is any date in which banks, post offices, state and government offices and schools are closed. These include, but are not limited to: New Year's Day, Easter Sunday, Independence Day, Thanksgiving, Christmas Eve and Christmas Day. **Holiday reservations are completely non-refundable and non-transferable.**

17. Drinking Water: All cabin water is supplied by wells. Although most people use the drinking water without problems, we strongly recommend that pregnant women and small children refrain from doing so. If you are sensitive to minerals in well water, please exercise caution and consider bringing your own drinking water. Neither cabin owners nor management are responsible for any adverse reactions to cabin water.

18. Satellite TV: If the weather is very overcast or stormy, you may not have satellite reception. This is temporary and not something that we or the satellite company can fix; you should have reception once the weather clears. Any signs of tampering or adjustment of exterior satellite equipment will result in a fine of no less than \$100.

19. Fireplace: Tampering with gas fireplace equipment is a fire hazard. Operate gas fireplace with timers and on/off switches. Do not attempt to remove gas fireplace screens. Signs of tampering with screens, logs, or any fireplace equipment will incur a minimum fine of \$100. Gas and wood-burning fireplaces may only be operated October-March.

If you have an emergency during your visit, please call (865) 603-3451 and leave a message on our 24-hour message reservation hotline. We will respond to your message as soon as possible.

- Prepayment is required for all reservations.
- Linens are furnished but are not exchanged during your visit.
- Report any damage or breakage upon occurrence so the matter may be settled before departure.
- Décor, style, color schemes, and inventory vary since properties are privately owned.
- No rental properties are fully equipped for handicapped accessibility

Standard Linen Supply For Cabins

<p>1 Bedrooms 6 bath towels 2 wash cloths 2 hand towels 2 kitchen towels 1 dish cloth 2 bars of soap 1 large garbage bag 1 extra roll toilet paper (per bath) Dishwashing detergent Linens for each bed Basic cookware and dishware for 4 10 logs firewood (provided October-March)</p>	<p>2 Bedrooms 8 bath towels 6 wash cloths 4 hand towels 2 kitchen towels 2 dish cloths 2 bars of soap (per bath) 1 large garbage bag 1 extra roll toilet paper (per bath) Dishwashing detergent Linens for each bed (including sleeper sofa where available) Basic cookware and dishware for 6 10 logs firewood (provided October-March)</p>
<p>3 Bedrooms 10 bath towels 8 wash cloths 6 hand towels 3 kitchen towels 3 dish cloths 2 bars of soap (per bath) 2 large garbage bag 1 extra roll toilet paper (per bath) Dishwashing detergent Linens for each bed (including sleeper sofa where available) Basic cookware and dishware for 8 10 logs firewood (provided October-March)</p>	<p>Please Note: This is only a complimentary supply to get your vacation off to a good start. Our maid service does not come during your stay at the cabin. If you think that these items will not be enough for your party, please bring any extra towels, linens, soaps, dishware, cookware, or firewood that you will need during your stay.</p>

Initials: _____