

RENTAL POLICIES FOR LOG CABIN  
1556 SINK VALLEY ROAD  
BUTLER, TENNESSEE 37640

To reserve our lake home, you must be at least 25 years of age. As verification, a copy of your drivers license is required. Local fire codes prohibit exceeding the maximum occupancy and this log cabin is smoke free inside.

Policy changes may occur without notice.

**Policies:** Please thoroughly read all policies stated herein. By arriving at this log cabin (informally known as Relaxin' at Watauga & formally known as Waters Edge), you and each member of your group agree to accept all terms and conditions of our policies provided herein. The individual responsible for the actions of the group must sign this policy document and return it as part of the reservation confirmation process.

**Reservation/Booking Procedures:** Half of your total rent, taxes and fees is due as a deposit when the reservation is made to secure your dates. The remaining half is due no later than 60 days prior to your arrival at the vacation home or your deposit will be forfeited and dates unblocked.

**Check-in/Check-out:** Check-in time is 3:00 PM (local time) and Check-out time is 11:00 AM (local time), but may vary slightly according to season. During peak busy season, there may be a small check-in delay while the Tennessee cabin is cleaned and your patience is appreciated. Early check-in and late check-out may be requested but only granted if we are not back to back with guests. An additional night stay will be charged for all late check-outs if not authorized by us in advance. If you know you are going to arrive late, please notify us by email, letter or telephone call so that housekeeping is aware of your arrival time at the log home.

You will be responsible for finding the cabin rental. No refunds or credits will be issued for unused portions of time in case of late arrival or early departure for any reason.

**Guest Financial Responsibility:** Guest(s) understand they are solely responsible for any property damage, accident, injury to any person(s) or loss sustained by any person, including loss of money, jewelry and other items of personal property, arising out of or in any way related to guest(s) use of the premises or the items of personal property provided by the owner. Guest(s) should inspect the log cabin upon arrival and report any missing and/or broken items so as not to be charged for them. An inventory of the vacation home is taken prior to check-in and after check-out. Guest(s) assume(s) all responsibility for all damages, missing items and excessive cleaning resulting or garbage from their stay. This includes extra cleanup caused by use of oils, soaps, animals, etc. in the Jacuzzi tub. There is a \$100 charge if the Jacuzzi tub needs special cleaning. The owner is not responsible for lost or stolen items. If any item is left at the lake house, it will be held by housekeeping for one week before being considered abandoned and discarded. It is the responsibility of the guest(s) to notify housekeeping of such items which will be returned at the guest(s) expense.

**Basic Supplies:** The log cabin is supplied with the following items in limited quantities - liquid soap, paper towels, garbage bags, toilet paper, dishwashing detergent, linens for the beds, bath towels, and basic kitchenware and dishware. You will need to bring bath soap and will most

likely need to pick up more paper goods, soap, detergent, bags, etc. after your first night's stay. All linens, towels, kitchenware and dishware are inventoried upon check-out and guest(s) will be charged for any missing items. Remember that these supplies are complimentary; if you feel you will need and use more, please bring your own.

Cancellations: Once your reservation is confirmed, any cancellation or changing reservation dates will invoke the cancellation policy. The guest who made the reservation must request a cancellation in writing and it is that guest's responsibility to confirm cancellation is performed. **ABSOLUTELY NO REFUNDS WILL BE GIVEN FOR RACE WEEK OR HOLIDAY CANCELLATIONS.** Cancellations will be handled as follows:

1. Cancellation over 60 days before arrival date - refund of all monies paid less \$100.00 cancellation fee, assuming log cabin is re-rented for your original reservation dates, otherwise, all monies paid will be forfeited. If log cabin is only re-rented for a portion of your original reservation dates, refund will be pro-rated and \$100.00 cancellation fee will apply.
2. Cancellation within 60 days of arrival date - absolutely no refund, but if log home is re-rented for original reservation dates, a credit will be issued in U.S. dollars for the amount you paid minus the \$100.00 cancellation fee, good toward a future stay with us. You will not be guaranteed the same number of nights, nor the same nightly rate, particularly if you were initially offered a discount or special rate.
3. Cancellation of reservations made less than 30 days prior to arrival date - absolutely no refund, all monies paid will be forfeited.

Changes in Reservation Dates: The guest who made the original reservation must request in writing any change in reservation dates. A \$100.00 ADMINISTRATION FEE WILL APPLY IN ALL CASES. The following policies will apply:

1. If request is made more than 90 days prior to arrival date - if new reservation dates are during a period of higher rental rates, you will owe the difference in rental rates. If new reservation dates are during a period when rental rates are lower, you will be refunded the difference in rental rates.
2. If request is made within 90 days but more than 30 days prior to arrival date - all monies for the original reservation dates and new reservation dates must be pre-paid in full. Once the lake home re-rents for the original reservation dates, those monies less the \$100.00 administration fee will be refunded. If the lake home re-rents for only a portion of the original reservation dates, the refund will be pro-rated. You may want to purchase Trip Insurance to cover potential financial loss. Visit [www.insureMyTrip.com](http://www.insureMyTrip.com) for details.

Pet Fees: Small dogs that are fully housebroken, free of fleas and ticks, and not destructive are permitted in the vacation home, but there will be a one-time nonrefundable \$100.00 pet cleaning fee. If a pet is found in the log cabin without the cabin rental owner being notified, a \$150.00 fee will be charged immediately or guest(s) will be asked to leave without refund. If damages, flea or tick infestations, or urine odors are caused by a pet, appropriate charges will be incurred by the guest(s).

Furniture & Electronics: Do not move large furniture in the Tennessee cabin. Please place all

other (small) furniture (indoors and out) back in the arrangement in which you found it upon arrival. A \$100.00 re-leveling fee will be paid if the pool table is moved. Do not disconnect any cables or plugs from the televisions or electronic equipment since this may interfere with their proper operation. **Do not open the back of the electronics cabinet next to the fireplace for any reason.**

Refunds: The Watauga Lake vacation home is privately owned, and there will be no refunds given for nonexistence of items, malfunction of any items/appliances, acts of God, insects, vermin, electrical/gas/water/DSL & wireless internet service, cable outages or inclement weather. Refunds will not be given after check-in for any reason.

Specials: All specials or discounts must be mentioned at time of reservation. No adjustments will be made to guest(s) accounts after the reservation is made.

Bugs/Pests: Our log cabin is close to the Cherokee National Forest and although we perform regular pest control on it, our cabin rental is located in a wooded, mountainous environment, and we do not guarantee it to be free of all pests, insects or animals. We cannot offer any compensation for the presence of pests, insects or animals. We also ask that all guest(s) respect nature and suggest that you do not feed the wildlife, particularly black bears which could become a nuisance for the next guest(s).

Television/Telephone: Our lake home comes with cable television, but we cannot guarantee the cable service in any manner. All local calls, 911 service, and long distance within the continental U.S. are free, but international calls are blocked. Cellular service in the mountains can be unreliable. You may need to go outside to pick up the signal. If you are driving around the area and find a location with service, you may want to safely pull well off the road and continue your call.

Fireplace: The fireplace is equipped with propane gas logs, therefore firewood and kindling is not necessary, in fact burning any paper or combustible material in this fireplace is a fire hazard and may cause irreparable damage. Guest(s) will be responsible for replacement or repair of fireplace or other damages that occur. Fireplace is to be lit only if the guest(s) are present in the lake house. Log arrangement in fireplace is not to be tampered with, and no items are to be placed in the fireplace since it may cause damage. The fireplace pilot light will be turned off during the months of May-September. Fireplace may not be used during the hot summer months since it conflicts with air conditioning. For outdoor fire pit, guest(s) will be responsible for securing wood. Feel free to burn any deadfall and branches on the ground, but DO NOT cut or damage any live trees or brush or you will be charged. Make sure fire is completely out before leaving the area. Water and dirt may be required to accomplish this. Embers can remain warm and rekindle with even a slight breeze.

Weather: Log home may require 4-wheel drive during the winter months. We do not offer transportation due to inclement weather or road conditions. No refunds will be given if you are not able to reach our cabin rental or for weather related issues.

Jacuzzi Tub: The Jacuzzi tub is to be entered at guest(s) own risk since there are many health related hazards. Please read Indemnity Agreement and use with discretion. Children should not use these facilities without proper adult supervision. After checkout, if housekeeping determines

extra cleanup for the Jacuzzi tub is needed due to guest(s) use of oils, soaps, food, drink, etc., there will be a \$100.00 maintenance charge. Housekeeping sanitizes the Jacuzzi tub after each guest(s) departure.

Maintenance: Regular maintenance is performed on our log cabin, but like any vacation home, malfunctions may occur. Please notify housekeeping immediately if you find a maintenance problem, and it will be handled according to the urgency of the problem. No refunds or compensation will be given if these issues cannot be fixed. If you require maintenance after hours, damage anything requiring maintenance, or make repeated or unnecessary calls, an additional maintenance fee of \$50.00 per service call will be charged.

Housekeeping: The lake house is cleaned after every guest departure. It is the guest(s) responsibility to call us immediately if there are any problems, housekeeping issues or other issues upon arrival at the lake home. The owner does not provide daily maid service, however you may call housekeeping to see if they are available for special requests (for additional fees).

Lake Levels: The lake levels at Watauga Lake fluctuate about fifteen to twenty feet over the course of a normal year. The lower levels typically occur between September and March. The water levels are controlled throughout the year by the Tennessee Valley Authority (TVA) to provide electric power to East Tennessee, as well as recreational opportunities for residents and visitors to the area. We are NOT responsible for conditions upon arrival at Waters Edge resulting from weather and/or lake levels. TVA, precipitation, and weather all affect the level of Watauga Lake. During extremely dry seasons, TVA may lower the water level. We are not responsible for the water level's effect on the lake home's dock, or recreational activities such as swimming, boating or fishing.

I, \_\_\_\_\_, have read and agree to abide with this policy

(Print Name)

document during my stay at this Tennessee cabin at 1556 Sink Valley Road, Butler, Tennessee. Further, I am responsible for showing these policies to each individual in my group prior to arrival. Each individual party member's acceptance of these policies is indicated by each individual's arrival at this log cabin.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name