

## Cabins by the Caves Rental Policies

By signing you are agreeing to our rental policies:

**OFFICE HOURS:** Our office is available from 9:00am to 8:00pm 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, all of our lodges have a 25 year old minimum age 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% deposit with a Visa, Master Card, or Discover is required to confirm a reservation. Your balance will be due within 30 days of the reservation date. An additional \$300.00 refundable deposit will be required at all of our Lodges. Some cabins may 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 5% handling fee.

**INDEMNIFICATION AND WAIVER:** Cabins by the Caves maintains their properties with the upmost 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 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 Money orders, Visa, Mastercard and Discover and American Express credit cards for cabin rentals. A 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 the additional fees will apply at: 8 person and under cabins: A 90% refund will be given with a minimum of 14 days advanced notice. 7 days a 75% refund, and 3 days or less advance notice there will be No Refund. Lodge Reservations: Cancellations within 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 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:** Pets are not permitted in any unit except the Hillside, McKinley, Outside Inn, Black Birch Ranch, Cardinal Ridge, Red Fox Retreat, and Basswood White Star Woods cabins. Pet fees and /or deposits may vary by cabin. Cardinal Ridge, Red Fox Retreat, and White Star Woods require a \$50.00 non-refundable deposit for pets. Black Birch Ranch will permit a pet for a \$35.00 on time fee and the Hillside and McKinley cabins require a \$50.00 refundable deposit. Deposits will be refunded after check-out and inspection. 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 cabin we ask that you 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 do not have cell service have a land line provided. Calling cards must be used for long distance calls. 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 voice mail. 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 flash light and lighters.

**OUTDOOR GRILLS:** Most cabins have charcoal grills. For charcoal grills you must bring your own charcoal and starter fluid. Propane grills are available at Bethel Ridge Retreat and Bearadise Ridge.

**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 \$6.00 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 cabins 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.

---

Responsible Party

---

Date

*Revised 04/25/18*