

## Cabins by the Caves Rental Policies

**OFFICE HOURS:** Our office is available from 9am - 8pm Monday – Friday and 9am – 5pm Saturday and Sunday. 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.

**RESERVATIONS:** You must be at least 21 years old to rent a cabin, except for most of our Lodges which have a 25 years old minimum age requirement to rent. 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, Discover or American Express is required to confirm a reservation. Your balance will be due within 30 days of the reservation date. An additional \$200.00 - \$300.00 refundable deposit will be required at all of our Lodges. Grizzly Ridge in its peak season will have a \$500.00 refundable deposit. Deposits will be refunded to the card on file no later than 7 business days 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.

**INDEMNIFICATION AND WAIVER:** Cabins by the Caves maintains their properties with the utmost care and regard for our guest safety. All guests are responsible for their own actions and the actions of any minor children during the course of their stay and 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. Some locations have multiple acreage and offer private ponds, hiking or walking trails. Guests assume all risks associated with fishing from the shore at the ponds, and hiking and walking should only use the areas that are designated. No swimming, canoes or rafts are allowed in the ponds and children must be supervised at all times around the ponds; catch and release fishing from the shore is allowed; if you fish at the ponds, it is at your own risk.

**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 may be available weekdays Sunday-Thursday at select couple's cabins. Special discounts on extended stay cabin rentals require at least a 5 day stay.

**HOLIDAYLIST:** The following 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, 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 lodge deposits.

**CANCELLATIONS:** Cabins accommodating under 8 guests will incur a 5% cancellation fee up to 14 days prior to arrival. At 14 days prior to arrival, the fee will increase to 10%. At 7 days prior to arrival, the fee will increase to 25%. At 3 days or less prior to arrival there will be no refund given. Cabins sleeping 8 or more and our Lodges will incur a 5% cancellation fee up to 30 days prior to arrival. At 30 days prior to arrival, the fee will increase to 10%. At 14 days prior to arrival, the fee will increase to 25%. At 7 days or less prior to arrival there will be no refund given.

**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 Cardinal Ridge, Casa Carezza, Cabin in the Woods, Cabin on the Pond, Chestnut Chateau, Chestnut Chalet, Hillside, Maple Ridge, McKinley, Olde Homestead, Outside Inn, Red Fox Retreat, Ridgeback, Timber Ranch, and Starry Knight Lodge. We require a \$50.00 refundable deposit on approved pets at the Hillside, McKinley, Chestnut Chateau and Chestnut Chalet only. All other pet friendly cabins require a pet fee. The number of pets allowed and any non-refundable pet fees are listed under the Requirements of each cabin. Refundable deposits will be refunded after check-out and inspection and no later than 7 business days after check out. 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 left unattended inside the cabin. Unattended pets must be kenneled while inside the cabin. Our approved pets are limited to dogs. Please contact our office if you have a question concerning our pet policies.

**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 services are available. Incoming calls may be received. Equipment failures and problems with the unit must be reported immediately. Our emergency numbers 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 voicemail. 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 flashlight and lighters.

**OUTDOOR GRILLS:** Most cabins have charcoal grills. For charcoal grills you must bring your own charcoal and starter fluid.

**FIREPLACES:** Gas or wood burning fireplaces are not to be used April 15<sup>th</sup> through October 1st. 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 \$8.00 per bundle. You may contact our office to order firewood, however you must give us at least 48 hours prior to arrival.

**OCCUPANCY AND HOUSEKEEPING:** For your safety, please limit occupancy to what is posted on each cabin's description. Should we discover that outside guests are at the cabin, you will be asked to vacate the premise and no refund will be given. We require that all trash be placed in the outside containers at check-out and the lid is latched 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 excessive cleaning fee will apply to cabins left in poor condition. A list of check out procedures is provided at each cabin. Please lock all windows and doors. We ask that all keys be returned to the lockbox at check-out. Lost keys are subject to a \$25.00 replacement fee. Any items left behind that are required to be mailed back will incur a 25.00 trip fee as well as any fee associated with postage.

HOT TUBS: Hot tubs should not be used at temperatures greater than 104. Switches to increase or decrease the jet speed may be adjusted. No other settings should be adjusted. Our hot tubs are routinely changed and continuously sanitized. Hot tubs left excessively dirty will incur an additional 75.00 cleaning fee.

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Responsible Party

Date

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