

Cabins by the Caves Rental Policies

OFFICEHOURS: Our office is available from 9:00am to 9:30pm 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 cabin, except the Rusty Horse Lodge, Westwind Lodge, Vanderbuilt Lodge, Alpenglow, and River Birch Cabin which have a 25 year old minimum age requirement to rent. Payment is expected at the time of reservation at any 8 person and under cabins. For reservations at our Lodges a 50% of the total is due when reserving. We accept Visa, Master Card, or Discover. You must have a major credit card to secure your reservation. The second 50% will be payable at 30 days of the reservation date. An additional \$300.00 refundable deposit will be required at all of our Lodges. Some cabins may also have \$200.00 refundable security deposit required in addition to the rental rate. Deposits will be refunded to the card on file after check out and inspection of your cabin, 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 handling fee.

INDEMNIFICATION AND WAIVER: Cabins by the Caves maintains their properties with the upmost care and regard for our guest's 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.

MINIMUMSTAYREQUIREMENT: 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 at designated 2 person cabins. Special discounts on extended stay cabin rentals require at least a 5 day stay.

HOLIDAYLIST: 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 OFPAYMENT: Cabins by the Caves accepts Money orders, Visa, Mastercard and Discover 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 security deposits.

CANCELLATIONS: A 5% handling fee applies to any cancellations, additional cancellation fees will also apply. Cancellations at our 8 person or less cabins will be provided 90% refund with a minimum of 14 days advanced notice, 75% refund with 7 days advance notice, and 3 days or less will not be issued refunds. All Lodge reservations cancelled with 30 days advance notice will receive a 90% refund, 14 days advance notice will receive 75% refund, and 3 days or less will not be issued a refund.

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 excessive cleaning fee will be charged for cabin clean ups that exceed normal usage. 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, Black Birch, White Star, Red Fox and Cardinal Ridge cabins. We require a \$50.00 refundable deposit on approved pets at the Hillside and McKinley only. Red Fox, White Star, and Cardinal Ridge have a \$50.00 non-refundable pet deposit and Black Birch a \$35.00 non-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 (some units may have hair dryers). Hot tub towels are not routinely supplied. You may also want to bring a flash light and lighters.

OUTDOOR GRILLS: Most cabins have either a gas or charcoal grill. For charcoal grills you must bring your own charcoal and starter fluid. Propane is supplied for gas grills.

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. You may contact our office to order in advance of your stay to order firewood for delivery. The cost is \$7.00 per bundle. A minimum 2 days advance notice is required on firewood orders.

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 excessive cleaning fee will apply to cabins departed in poor condition. A list of check out procedures is provided at each cabin. 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.

HOTTUBS: Your hot tub may not be to full temperature upon your arrival. The units have to be changed and sanitized and need time to heat. 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 may be subject to a clean- up fee of \$100. Guests that are staying 3 or more days will be contacted to have a staff member check their hot tub chemicals and remove trash from the cabin. Do not sit on hot tub cover

Responsible Party

Date