

PLEASE TAKE A MOMENT TO READ THE FOLLOWING AS IT CONTAINS INFORMATION YOU WILL NEED TO KNOW REGARDING YOUR STAY. YOU WILL BE REQUIRED TO SIGN AT CHECK IN.

1. **METHOD OF PAYMENT** - You will not be asked for credit card information over the Internet. A deposit of \$150.00 is required to rent the Chalet. After reservation is received someone from Rich Mountain Company will contact you for the two night's deposit. The deposit may be paid with credit card over the phone, paid via Paypal or by mailing in a check or money order. Should you choose to mail in the deposit, the reservation will be held for five days. If deposit is not received in our office in five days, the reservation will be canceled. The deposit is not part of your rent and will not be applied toward your total stay at checkout. The deposit will be returned within 5 days of checkout as long as policies were followed.

**PAYMENT ON ARRIVAL** - Payment in full is required at check in. If you have reserved a unit whereby several persons are splitting the costs, please organize arrival time so that the first person arriving will have the full payment due at check-in. We accept cash, traveler's checks, cashier's checks, money orders and all major credit cards. **PERSONAL CHECKS WILL ALSO BE ACCEPTED AS PAYMENT ON ARRIVAL.**

2. **CHECK-IN AND DEPARTURE** – Check-in time is 3:30 PM or after, **NOT BEFORE**. Check-out time is 11:00 AM or before. Guests not departing as agreed are subject to an additional \$75.00 charge per hour past 11:00 AM.

3. **CANCELLATION** – To receive a refund, cancellation must be received at least 30 days prior to the arrival date, in writing. A 15% service fee is deducted from ALL REFUNDS, **NO EXCEPTIONS. THERE IS NO REFUNDS ON CANCELLATIONS WITHIN THE 30-DAY PERIOD PRIOR TO YOUR ARRIVAL DATE FOR ANY REASON.**

4. **PREMATURE DEPARTURES** – Once you have paid for your stay (either through an advance deposit and/or check-in) we **CANNOT REFUND** your money should you find it necessary to leave earlier than your reserved departure date, **FOR ANY REASON**, including weather and/or road conditions.

5. **RESTRICTIONS** – Absolutely **NO HOUSE PARTIES AND NO RECEPTIONS**. Anyone not complying will be asked to vacate the unit without any refund.

6. **UNIT CHANGES** – The **AGENCY** reserves the right to substitute comparable accommodations and/or refund deposits should circumstances require.

7. **ACCOMMODATIONS** – The accommodation is a privately owned dwelling with the **OWNER'S** furnishings and appliances. Neither the **OWNER**, nor the **AGENT** shall be responsible for providing any additional furnishings. Some **OWNER'S** have locked closets containing personal belongings. These are not included in the rental of the chalet.

8. **REPAIRS, SERVICE CALLS, AND HOUSEKEEPING** – **AGENT** or authorized repairman may enter the chalet at anytime for any purpose connected with the repair, maintenance, or care of the chalet. We cannot **GUARANTEE** against the breakdown of hot tubs, whirlpools, heat/air systems, electrical, plumbing, and cable TV. We try to maintain these in good working order and all efforts will be made to expedite repair. **NO REFUNDS WILL BE MADE DUE TO BREAKDOWN OF AFORMENTIONED ITEMS.** Guests will be charged for unwarranted service calls. The housekeeping staff works hard between check-out and check-in to clean and ready the unit for the next guest. Should you have any problems with the cleaning, please report to the office within **ONE HOUR** after check-in: **DO NOT WAIT.** Housekeeping will be sent back to your unit to correct any problems. There will be **NO REFUNDS.**

9. **AS AGENTS**, we reserve the right to refund deposit, refuse admittance, and/or discontinue occupancy, if, in our opinion, the same is detrimental to the chalet(s).

10. **GUEST AGREES** not to charge long distance phone calls. If he/she does so, guest is liable for said charges plus a service charge of \$35.00.

11. I, **THE RENTER**, fully understand that the **AGENT** is not liable for any accidents, damages, or injuries of any kind incurred by vacation guests; or for loss of money, jewelry, or valuables of any kind. **BE SURE TO CHECK FOR PERSONAL BELONGINGS. WE ARE NOT RESPONSIBLE FOR ITEMS LEFT IN THE CHALET.**

12. I, THE RENTER, agree to replace or pay for any loss, breakage, or damage to the chalet to the entire satisfaction of the OWNER or his AGENT.

13. NO REFUNDS will be issued due to weather and/or road conditions. We advise guests staying from November through March to check the weather conditions in advance. CHAINS or 4-WHEEL DRIVE VEHICLES are recommended in winter months in inclement weather. The mountain roads can be extremely dangerous during winter weather conditions, so please come prepared. NO TRANSPORTATION IS AVAILABLE TO AND FROM YOUR UNIT.

14. UNIT AMENITIES – Your chalet comes complete with a fully equipped kitchen and all linens furnished. Your initial supply of toilet paper, paper towels, bath soap, trash bags and dishwasher soap packet is provided. You will need to provide any additional needed during your stay. You will also need to bring items such as coffee filter, salt & pepper, tin foil, charcoal, etc. Firewood may be provided ONLY in the winter months of October through March. Fire starters and matches ARE NOT provided.

15. RESERVATION FEE – A non-refundable \$10.00 charge (non-taxed) will be applied at the time the reservation is made.

16. RESERVATION CHANGE FEE, of \$35.00 will be charged in the event any changes are made in arrival or departure dates or unit # prior to or at arrival.

17. PETS – Pets are not allowed. If evidence of pets are found during cleaning, guest will be liable for an additional deep cleaning fee of \$125 and a service charge of \$200.

18. IMPORTANT – When registering, BE SURE YOU HAVE ACCURATELY STATED THE NUMBER OF GUESTS IN AND/OR AT YOUR CHALET. NOTICE: TENNESSEE LAW (T.C.A., SEC. 62-7-107) provides that procuring accommodations under false pretense is a crime punishable by fine up to \$500.00 and/or imprisonment up to 90 days. YOU MUST BE 25 YEARS OF AGE TO MAKE A RESERVATION AND REGISTER AT CHECK-IN; PHOTO ID (DRIVERS LICENSE) IS REQUIRED.

Rich Mountain Management  
2503 Grotto Lane  
Sevierville TN, 37876  
865-365-7202

Guest Signature \_\_\_\_\_ Date \_\_\_\_\_ Agent \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_ Rich Mountain Management