

Guest Rental Agreement

Thank you for selecting Acorn Ridge Realty & Cabin Rentals. Please review, sign and return the following agreement to confirm your reservation. Signing this guest agreement constitutes acceptance of the terms and conditions detailed in this policy.

Reservations	Guests may book reservations using the Acorn Ridge Realty & Cabin Rentals website 24 hours per day, 7 days per week. Credit card payments are accepted via a secure transaction on the website. Reservations may also be made via telephone Monday through Saturday, 9 a.m. to 8 p.m. and Sunday, 1 p.m. to 8 p.m. Eastern Standard Time.
Check- In/Out Time	Check-in time is 3:30 p.m. EST. Check-out time is 10:30 a.m. Directions and the code to your cabin will be sent to you with your confirmation. No office check-in is required.
Payment	At the time of booking, a 50% deposit is required. We accept MasterCard, Visa, Discover, cashier's checks, and personal checks. Final payment is required 10 days prior to arrival.
Taxes & Fees	Reservations are subject to TN state sales tax (9.5%), Sevier County lodging tax (3%) and a cabin cleaning fee.
Cancellations	If the reservation is cancelled more than 30 days prior to arrival, the deposit is refundable less a \$40 cancellation fee. If the reservation is cancelled 30 days or less prior to arrival, the reservation may be re-scheduled for the same cabin at another time in lieu of forfeiting the deposit. If the reservation is re-scheduled and cancelled again, the deposit will be forfeited.
No-Show	In the event, a guest fails to use the cabin during the reservation period, no refund shall be issued.
Early Departure	No refunds shall be issued for early departures.
Relocation	Acorn Ridge Realty & Cabin Rentals reserves the right to relocate a guest to an equivalent cabin in the event of a maintenance issue, weather or road related problems, or other unanticipated emergency.
Rates & Specials	Once a reservation is confirmed, refunds will not be issued due to a change in rates or for specials offered on remaining cabins.
Cabins for Sale	Guests acknowledge that the rental cabins may be for sale. If a cabin is sold to a new owner who elects not to participate in Acorn Ridge's cabin rental program, you will be notified and asked to select another cabin of equivalent value. If we can not accommodate you, you will receive a full refund.
Age Requirement	Acknowledgement that you are at least 21 years of age.

Maximum Occupancy	Local fire codes prohibit exceeding the maximum occupancy of a cabin.
Non-Smoking	All cabins are non-smoking. Smoking outside is permitted, but guests shall refrain from littering. Additionally, guests agree to properly extinguish all smoking materials to prevent cabin, brush or forest fires. Following a guest's departure, if smoking is detected in the cabin a \$100 fee will be charged.
Children	The cabins are not child proofed. It is the guest's responsibility to safeguard children.
Parties	The cabins are for individual and family use only. We do not rent cabins for parties. If a "rowdy" party, illegal drug or alcohol activity, or destructive behavior is reported, local law enforcement will be contacted and guests will be evicted.
Pets	A few select cabins allow pets. All other cabins do not allow pets of any kind. A one-time fee of \$50 is required to reserve a pet friendly cabin. The guest assumes full responsibility for any damage caused by the pet during the stay. Pets may not be left unattended in the cabin. If a pet is found in a non-pet friendly cabin, a fine of \$200 will be imposed.
Insects	All cabins receive professional monthly pest control treatment. Occasionally area insects such as ladybugs, ants or wasps make their way into a cabin. Please report any problems. While no refund can be extended, we will assist you in correcting the situation.
Weather	Mountain weather can be unpredictable at any time of year. During winter weather, use of four wheel drive vehicles is strongly recommended. No refunds shall be issued for unfavorable weather conditions, power outages or inability to reach a cabin during inclement weather. Access to some cabins can be high, steep or curvy. No refunds shall be extended due to fear in reaching these cabins.
Maintenance	Acorn Ridge Realty & Cabin Rentals performs regular maintenance checks on all cabins. If a maintenance issue arises while you are in a cabin, please report it immediately. We will make every effort to correct the problem as quickly as possible during business hours. While we apologize for any inconvenience, we do not offer discounts or refunds for malfunctions. In the event a repair can not be made in a timely fashion, we reserve the right to move you to an equivalent or upgraded cabin. It is understood that these circumstances are beyond the control of Acorn Ridge Realty & Cabin Rentals. Guests agree that Acorn Ridge Realty & Cabin Rentals and other service providers may enter the cabin at reasonable times for the purpose of making repairs.
Cabin Provisions	Bed linens, bath towels and kitchen towels are provided in the cabin. Each cabin is also stocked with a complimentary "starter supply" of paper towels, dish washing soap, dish washer detergent, bath tissue, soap and garbage bags. Laundry detergent and charcoal is not provided. Each cabin is equipped with a washer and dryer. Maid service is not provided, but can be pre-arranged for a fee.
Quiet Hours	Quiet hours are 10 p.m. to 8 a.m. Guests will be notified of noise complaints. If more than two complaints are received, eviction can occur.

Hot Tub Covers	Hot tub covers will not support a person's weight. Please do not sit or stand on a hot tub cover. A \$350 charge will result from breakage.
Pool Tables	If the felt on a pool table is damaged, a \$350 charge will apply.
Television	The cabins are privately owned and have cable or satellite television. Acorn Ridge Realty & Cabin Rentals does not guarantee a program or event will be available.
Satellite Cards	Each satellite receiver is checked by housekeeping to ensure the satellite card has not been removed. A replacement fee of \$200 for missing cards will be charged.
Wood Burning Fireplaces	Wood is provide for wood burning fireplaces October through April.
Gas Fireplaces	Gas fireplaces are turned off May through September.
Campfires	Due to local fire restrictions, campfires are not allowed.
Firearms & Fireworks	The use of firearms and fireworks in and around the cabins is strictly prohibited.
Wildlife	Help protect wildlife. Guests are requested not to feed or bait bears, deer, raccoons or other animals. Feeding wildlife usually guarantees its demise. Guests agree to keep all food and trash inside or in the appropriate outside containers.
Hot Tubs and Jacuzzis	Most cabins come with a hot tub, Jacuzzi or whirlpool bath. Hot tubs are serviced and treated with proper chemicals. However, there are certain risks associated with the use of any of these amenities. Each guest is responsible for informing their guests of possible risks. If you have questions or concerns, please consult a physician.
Long Distance Calls	Local phone calls are free. Long distance calls are blocked on cabin phones. Cell phone access is available in most areas. Calling cards using an 800 number are generally accepted.
Credit Card Charges	Guests agree to leave the cabin in substantially the same condition it was at the time of check-in. Guest acknowledges they are providing their credit card information as a guarantee to pay for damages beyond normal wear and tear, for missing cabin contents (including towels), and for excessive clean-up caused by the guest or members of the guest's party. The guest also understands fees for unauthorized smoking, pets, and missing satellite cards may be charged.
Indemnity	Guests agree to indemnify and hold harmless Acorn Ridge Realty & Cabin Rentals and the owners of the cabins for liabilities, including but not limited to, loss or theft of personal property, personal injury, and expenses connected to the guest's occupancy of the rental cabin.

Eviction	Acorn Ridge Realty & Cabin Rentals reserves the right to terminate a reservation and evict guests found smoking inside a cabin, causing damage to a cabin, for knowingly reserving a cabin under the age of 21, for behavior that does not serve the best interest of the cabin owner, for personal injury to guests or others, for more than two noise complaints, for violation of criminal law, and for exceeding the maximum occupancy of the cabin. Evicted guests forfeit all rent and fees paid.
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Privacy	Acorn Ridge Realty & Cabin Rentals does not divulge guests' personal information to third parties.
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Thank you and enjoy your stay in the Smoky Mountains!

I accept the terms and conditions detailed in this policy.

Signature: _____ Date: _____