

**HEMLOCK HILLS RESORT RENTALS  
POLICIES & PROCEDURES**

**Disclaimer**

Hemlock Hills Resort Rentals and our property owners make every effort to assure that all descriptions and representations from our staff, in our brochure, and on our website are accurate. However we are not responsible for printing errors or changes made by owners in the furnishings or amenities. Prices, amenities, specials, seasons, and /or minimums are subject to change without notice. Hemlock Hills Resort Rentals are not responsible for cabins that have been removed from our rental management program. We will either meet your cabin reservations with a cabin of equal value or replace it with a cabin of greater value. Each property that Hemlock Hills Resort Rentals manages is individually owned and insured.

**Features and Furnishings**

Cabin rentals managed by Hemlock Hills Resort Rentals are privately owned and are decorated and furnished to suit the owner's taste and needs. Accommodations and amenities vary. Please inquire about all of your specific needs at time of booking. The following is a list of basic items you will find in all of our cabins: Heat & A/C, refrigerator, stove, microwave, toaster, coffee maker, basic pots & pans, dishes, flatware, utensils, telephone, color TV(s), fire extinguisher & smoke detectors, bed linens, pillows, towels, washcloths and bath mats to meet the home's maximum occupancy along with a starter supply bar soap, dish soap, dishwasher soap, 1 trash bag in each can, paper towels & toilet paper to get you through the first night. There is a major grocery store just a couple of miles away from most of our cabins & we will be happy to give you directions. Items that are NOT SUPPLIED typically include charcoal, kindling or fire starter, extra blankets, cribs, plastic wrap, foil, coffee filters, condiments, spices or any type of food item. Not all cabins are decorated for the holidays. Only artificial holiday decorations are permitted and all evidence of any guest decorations must be properly disposed of upon departure.

**Making your reservations**

You may check availability & reserve online 24 hours a day or you may call 865-774-9704. You must be an adult 21 years of age or older to rent a cabin on our program, a copy of your driver's license is required. We are sorry but it is our policy not to rent to college or student party groups.

**Rental Rate**

The rental price is determined by this agreement at the time of making the reservation. No refunds or adjustments will be made for rate changes that take place after the date this reservation is made.

**Minimum Stays**

Normal policy is a 2 night minimum. However, some seasons & holidays will require a 3 or 4 night minimum.

**Reservation/Processing Fee**

All reservations require a deposit equal to one night's rental rate plus the administrative fee made with a major credit card (Visa, Master Card, Discover or American Express). Sorry but no personal checks accepted unless received at least 30 days prior to your arrival date. Church checks are permitted for deposit as well with approval & tax ID information. After your reservation is accepted, we will need to receive your signed rental agreement within 7 days. You may process the signature on our website or you may print it & fax it to our office. Payment in full to secure the cabin is required no less than 30 days prior to arrival. If guest would like final payment to be charged to a different credit card, other than the card on file, then it is the guest responsibility to phone in the other payments prior to the due date. Otherwise, Hemlock Hills Resort Rentals will automatically charge the balance due to the original credit card on file. If unable to charge balance due to the card on file, Hemlock Hills Resort Rentals will make an attempt to contact guest for final payment, as reservations not paid in full at least 30 days prior to arrival are subject to cancellation without notice. If booking is made 30 days or less prior to arrival, then the entire balance will be charged at the time of booking.

In accordance with our commitment to excellence and the Sevier County Health Department, all hot tubs are drained, cleaned & treated prior to each check-in. Because of this, a non-refundable \$75 cleaning fee/ Hot Tub Fee will be added to each reservation.

In observation of Thanksgiving Day & Christmas Day, no reservations will be scheduled for arrival on these days.

Pursuant to the provisions of the Tennessee Code Annotated, Title 47, Chapter 18 and Title 62, Chapter 13, Sections 62-13-104(b)(3), Subdivision (D0(I) Hemlock Hills Resort Rentals, Inc. discloses the following as policy:

“All advance rent deposits, damage fees, taxes, and balance of rent due are deposited into a bank escrow account. These deposits are considered income to Hemlock Hills Resort Rentals, Inc upon receipt and may be used immediately. Any refund considerations are expensed from the general books of Hemlock Hills Resort Rentals, Inc.

#### **Non Refundable Damage Protection Plan**

We offer a great Damage Protection Plan through CSA Travel Protection in lieu of the normal security deposit of \$350 at an additional cost of \$45. The Vacation Rental Damage plan covers unintentional damages to the rental unit interior that occur during your stay, provided they are disclosed to management prior to check-out. The policy will pay a maximum benefit of \$3,000. Any damages that exceed \$3,000 will be charged to the credit card on file. If you damage the real or personal property assigned to your rental accommodation during the trip, the Insurer will reimburse the cost of the repair or replacement of the property up to \$3,000. Certain terms and conditions apply. Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage of Insurance Policy ([www.vacationrentalinsurance.com/g20vrd](http://www.vacationrentalinsurance.com/g20vrd)). The Vacation Rental Damage can be purchased up to, and including at, check-in. By submitting payment for this plan, you authorize and request CSA Travel Protection and Insurance Services to pay directly Hemlock Hills Resort Rentals any amount payable under the terms and conditions of the Vacation Rental Damage. Please contact Hemlock Hills Resort Rentals directly if you do not wish to participate in this plan or assignment. This does not cover non-accidental damage. Guest will be responsible for all intentional or reckless damages, and the credit card on file will be charged. Guest also authorizes agent to charge any expenses relating to intentional or reckless damage, cleaning of the unit beyond a normal cabin clean (I.e. party groups, trash, etc) or theft of any property from the unit, to the credit card on file for that cabin. The guest who uses their credit card for the deposit is considered the responsible party, and all necessary charges concerning cabin will be charged to the credit card on file, no matter who in the group caused the damage.

#### **Cancellation Policy / Date Change**

Hemlock Hills Resort Rentals has a firm NO CANCELLATION policy. There will be no refunds made.

Should you need to change your dates, you can reschedule your reservation as long as the change is processed at least 30 days prior to your arrival on 1-3 bedroom cabins and 60 days prior to arrival on 4-8 bedroom cabins. Hemlock Hills Resort Rentals, Inc. will issue a credit in the amount of deposit on file, less any applicable sales tax & fees for use on a future stay within one year. When the new reservation is made, a \$45 rebooking fee will be charged to the new reservation. There will be no changes permitted after 30 days prior to arrival for 1-3 bedroom cabins and 60 days for 4-8 bedroom cabins.

We offer a great travel insurance plan for your protection through CSA Travel Protection. For peace of mind, we strongly recommend you purchase this travel insurance. Vacation Rental Insurance reimburses for pre-paid non-refundable expenses due to certain unforeseeable circumstances that may jeopardize your vacation and force you to incur unplanned expenses. View a description of coverage/policy at [www.vacationrentalinsurance.com/330cert](http://www.vacationrentalinsurance.com/330cert). Coverage questions? Call 866-999-4013. There will no cancellation allowed other than through the travel insurance program.

#### **Express Check-In**

We are happy to offer an “Express Check-In”. This will allow you to go directly to your cabin when you get to town without having to come to the office. In order to take advantage of the “Express Check-In” we must have the signed rental agreement as well as a copy of your driver’s license in our file. Please e-mail or fax these items to us within 7 days of making your reservation. Express check-in does not guarantee an

early check in. Check in begins at 3:00 p.m. During peak weekends, busy times of the year & inclement weather conditions, your check-in time may be delayed. We strive to get you in your cabin by 3:00 if not earlier but at times this may not be possible. We appreciate your patience & understanding.

#### **Check Out**

Check out time is 10:00 a.m. and our check out procedures are very simple. We ask that you place dishes in the dishwasher & start it, place trash in the receptacle, and then make sure all windows and doors are secured before departing. You do not need to strip the beds. Place all used towels in the bath tub or shower so as not to damage the floors. We are sorry that you have to leave at all but please respect check out time as we need the time to prepare the cabin for the next guest arrival. A minimum of \$100 may be charged for late departure (after 10am), or if excessive cleaning is required. There are no refunds for early departure.

#### **Consideration of Guests**

Our cabins are to be used for the enjoyment of our guest & NOT to be used for parties. "Disturbing the Peace" may result in eviction and a damage fee charged. NO college groups are permitted. Please respect the cabin as well as your neighbors.

#### **Parking / Road Conditions**

Due to the mountain topography parking is limited and it can be difficult to find parking for trailers or large vehicles. NO CAMPER OR TRAILERS ARE PERMITTED. The elevation varies from cabin to cabin. If you are renting a cabin with a spectacular view, you will more than likely have to drive up a mountain road. In winter, though our weather is normally fine, please be aware of the possible weather and road conditions you may encounter, depending on what time of year you are traveling, as we do not offer refund due to weather or early departure. From late November through early April, the weather in the Smoky Mountain can be unpredictable. You may need chains or 4 wheel drive and ice melt.

#### **Housekeeping / Linen Supplies**

All cabins provide bed linens, 1 blanket per bed, 1 bath towel per person based on maximum occupancy of the cabin, wash cloths, 1 bath mat, 1 hand towel per bathroom along with a starter supply of bar soap, dish soap, dishwasher soap, 1 roll of paper towels, 1 roll of bathroom tissue in each bathroom to get you through the first night. We will be happy to give you directions to the nearest grocery store or you may want to bring extra with you. The cabin is cleaned, hot tub is drained and sanitized after each guest, beds (except sofa sleepers) are made prior to your arrival. Daily maid service is not provided and guests is expected to launder towels, etc as needed during their stay. It is not necessary to wash towels or bed linen prior to departure. It is a good idea to bring a beach towel for hot tub or swimming use and in cooler months to bring extra blankets.

#### **Refrigerators**

When you enter your cabin the refrigerator will be clean and empty. Placing your personal food that may have warmed since the time you purchased it will cause the refrigerator to work very hard. It may take a while to bring the temperature back down and cool your food. You can determine if the refrigerator is working by checking the freezer. If the freezer is working it may take a while for the refrigerator to catch up. This could take several hours. If the freezer is not working call the maintenance at 865-805-1867 as soon as possible so that a repair service can be called.

#### **Trash Removal**

All trash is removed by Hemlock Hills Resort Rentals from each unit at the end of each reservation. Please do not allow outside containers to overflow due to bear & animal problems. Please call maintenance during your stay if you need a trash pick up, 865-805-1867.

#### **Insects / Pest/ Bears**

All units are sprayed monthly by a professional pest control company. Ladybugs, wasps, boring bees, wood scorpions and other insects and sometimes bears visit cabins. In the event of a major infestation, maintenance will call the pest control to attempt to solve the problem.

### **Maintenance**

Hemlock Hills Resort Rentals will do everything we can to make sure your cabin is ready for your arrival. It is our mission to provide you with the cleanest cabin in the Smokies so that you will become one of our regular return guests. There is a possibility on the day of check-in that the hot tub may not be completely warm and ready for use until that evening due to the cleaning process between guests. The tub will be completely drained & refilled with water and it takes a while to reheat. In addition, from time to time, appliances, hot tubs, satellite and cable TV, water, telephone, internet access, electricity, etc will break down or malfunction. While we cannot refund any monies due to these issues that may be beyond our control, we will respond as quickly as we can to make repairs and restore amenities. Because the cabins are individually owned, the amenities are subject to change at any time without prior notification.

Please call maintenance if you have any questions regarding the operation of your hot tub. While not using the hot tub please keep cover closed. **DO NOT SIT OR STAND ON COVER.** There will be a \$450 charge to replace a damaged hot tub cover. Prior to your arrival all hot tubs have chemicals replenished.

We will be happy to assist with any maintenance issues you may have. However, after hours maintenance will be for EMERGENCY issues only. Other problems will be handled as quickly as possible the next day during normal business hours.

### **Smoking**

Our cabins are all NON SMOKING. Please utilize the porches & outside areas in consideration of this policy. Please **DO NOT DISCARD SMOKING MATERIAL ON THE GROUNDS.** It is a great fire hazard here in the mountains.

### **Fireplaces**

Fireplaces are not operational from May 1<sup>st</sup> until October 1. Please do not try to turn them on. In homes having a wood burning fireplace, wood is not furnished. Be certain the flu is open on all wood burning units prior to starting a fire. Keep spark screens in place at all times. **NO FOREIGN MATERIALS ARE TO BE BURNED IN GAS FIREPLACE. FOR YOUR SAFETY, NEVER MOVE THE LOGS IN THE GAS FIREPLACE. DOING SO CAN CAUSE CARBON MONOXIDE AND HEAVY BLACK SOOT.**

### **Pet Policy**

Many of our cabins allow you to bring your pets with you on vacation, dogs only please. Please be courteous and treat the unit as you would your own and make sure your pets do so as well. There is a nonrefundable \$65 pet fee per animal staying in the rental unit. This charge does not cover any damages to cabin or excess cleanup in the form of carpet cleaning or spraying needed to remove fleas. In the event any damage is done to the cabin in excess of the \$65.00 fee, you will be responsible for the cost of cleaning, spraying, repair or replacement. Also, non-disclosure of a pet may result in additional fees over the \$65.00. We require that all pets left alone in the cabin be in a pet crate.

### **Utility Service**

Cable, satellite, telephone, gas, electric and water service are not under the control and cannot be guaranteed by Hemlock Hills Resort Rentals. No refund will be made for interruption in service beyond our control. However, if the interruption of service is for an extended period, we will try to find the guest other accommodations.

### **Hot Tub/Jetted Tubs/Swim Spas/Pool at Own Risk**

Before you checked in, the hot tub was drained, cleaned, sanitized, refilled with water and chemicals were added to prepare the hot tub for your use. Using any hot tub/jetted tub/swim spa/pool (no matter who owns it or where it is located) carries with it some serious risks. If your party fails to follow any of the rules we have set forth below, someone in your party could have an allergic reaction, become seriously ill, injured or die. For your own safety and the safety of everyone in your party, it is very important that you, the booking guest, follow and make sure everyone in your party is aware of and follows these rules.

\*Solo Use: Never use the hot tub/jetted tub/swim spa or pool alone.

\*Children: Children should be supervised by an adult at all times when using the hot tub/jetted tub/swim spa/pool. Children under 5 years of age may not use the hot tub/swim spa.

Chemical Dispenser: Never remove the floating chemical dispenser from the hot tub/swim spa,. Dispenser must stay in hot tub/swim spa at all times in order to promote sanitary conditions. Guest is responsible to insure that the floating chemical dispenser has tablets in it. If the floater is empty or low, notify maintenance at 865-805-1867 so that it can be filled.

Medical Conditions: People with allergies to bromine/chlorine/water treatment chemicals or have the following medical conditions or susceptibilities must not use the hot tub/jetted tub/swim spa/pool.

...Persons using any medication for, or anyone with a medical condition including, but not limited to, obesity, heart disease, low or high blood pressure, thyroid disease, multiple sclerosis, diabetes or circulatory system problems unless the persons treating physician has advised the person that hot tub/jetted tub/swim spa use will be safe.

...Pregnant women and women who may possibly be pregnant. Hot water temperatures have a high potential for causing harm to the fetus during the early months of pregnancy.

...Individuals who have or may have suppressed or weak immune systems.

...Since infection spreads rapidly in hot water do not use hot tub/jetted tub/swim spa if you have open wounds or infections of any kind.

\*Contact Lenses: Remove contact lenses before entering the hot tub/jetted tub/swim spa

\*Limited Usage: Always exit the hot tub/jetted tub/swim spa after 15 minutes of use to give your body temperature time to normalize. Prolonged use can cause rashes or infection.

\*Storms: Never use the hot tub/jetted tub/swim spa or pool during a thunderstorm. Wait 20 minutes after the last thunderclap before entering the water.

\*Shower: Always shower before and after using the hot tub/jetted tub/swim spa/pool.

\*No Alcohol or Drugs: The use of alcohol or drugs in or around the hot tub/jetted tub/swim spa/pool is extremely dangerous. The combination of hot tub/jetted tub/swim spa/pool and intoxicants may lead to unconsciousness and the possibility of drowning.

\*Temperature: Never adjust the temperature of the water in the hot tub/swim spa about 104 degrees. Check water temperatures before entering. It should never exceed 104 degrees. Lower water temperatures are recommended for children.

\*Hyperthermia: Any heated water use can result in Hyperthermia (heat stroke), a dangerous condition brought about the excessive heat. The symptoms include sweating, dizziness, nausea, light-headedness, convulsions, increased pulse rate, shallow breathing, possible unconsciousness. If you suspect hyperthermia, get medical help immediately.

\*Submersion: Never allow your head to submerge in hot tub/jetted tub/swim spa. Long hair can become lodged in the intake of hot tub/jetted tub/swim spa/pool.

\*Slip & Fall. Be careful not to slip when entering, leaving or using the hot tub/jetted tub/swim spa/pool. The surrounding area may be moist or wet.

\*Cover & Lock: The hot tub must always be covered when not in use. This is for the safety of your family

and any children in the area. Never let anyone of any age sit or stand on cover. It will not support a person's weight. A \$450.00 charge will result from breakage.

\*No Electrical Appliances: Do not bring any electrical appliance, such as a light, telephone, radio or television within 15 feet of the hot tub/jetted tub/swim spa/pool.

\*Foreign Material: Never use any soaps, oils or fragrance of any type or introduce any other foreign materials in the hot tub/jetted tub/swim spa/pool. This could cause damage to the equipment and affect the chemical balance of the tub and/or pool and cause a dangerous situation.