

CUB HAUS RENTAL POLICIES & CONTRACT

Our Commitment The Cub Haus is a private, family owned property. We provide an exceptional, clean, well-furnished, quality vacation home at reasonable rates with no added fees. Please enjoy and respect our home.

Reservations Reservations can be made up to one (1) year in advance. A normal three (3) night minimum is required for all reservations. Holiday minimum reservations can change based on the calendar days. A holiday reservation is any reservation that includes the holiday which generally includes the day prior to the holiday and/or the day after the holiday. You may cancel within 7 days of the original booking date with a \$ 20.00 cancellation processing fee unless your arrival date is within 14 days. **Cancellations made within 14 days of arrival date will incur a cancellation fee of \$500 which will be taken from the damage deposit which, in such case, will not be returned.** Only the person who made the reservation may request a cancellation. At the time of requesting a reservation you will receive a confirmation package with pertinent attachments and signature form which must be signed and returned through email/scan or via fax. The person making the reservation must furnish a valid driver's license number and other identification for all guests as well as auto tag numbers for all guest autos.

Age Requirement and Guest Limits The person making the reservation and payment credit card holder must be at least 25 years of age and that person must occupy Cub Haus as a guest during the entire stay. Cub Haus has a maximum capacity of **six (6) guests**. Make sure you are accurate when you make your reservation as check-in may be refused and treated as a cancellation if the capacity is exceeded without the approval of Cub Haus. In addition, no unregistered guests are permitted and if unregistered guests are present at any time, or if it is discovered after occupancy that the capacity is exceeded, all guests and other parties will be required to leave without any refund.

Tennessee Law in accordance with Statute Sec 62-7-107 reservations made under false pretense are null and void and check-in will not be allowed. Violation of this statute after entering the premises is a crime resulting in a fine and possible imprisonment. Noncompliance with this statute will result in immediate eviction and forfeiture of any deposit and rental payments.

Payments and Damage Deposit We accept Visa, Master Card, Discover and American Express. A deposit equal to one (1) night's rental rate plus **the \$500 damage deposit is required at booking.** The balance is due 14 days prior to your arrival date and the balance due shall not be reduced by the \$500 damage deposit.

Taxes All applicable state and local taxes will be charged to the guest. No additional cleaning, booking, hot tub, amenity or other fees will be added.

Check-in, Check-Out The owner or his representative will meet you on or shortly after your arrival at Cub Haus to welcome you. Normal check-in time is 3 pm and check-out is 11 am. Check-out is made by calling the office and reporting your check-out time. Late arrivals must be arranged in advance of your arrival. Upon check-out, please put all garbage in the bear proof container and attach latch. Dishes should be put in the dishwasher and run prior to departing.

You must text our property manager Dwayne Seeger @740-248-1854 or 865-325-9443 with check in arrival time and check out/departure time prior to leaving Cub Haus. Normal Check in time is 3pm and check out is 11 am.

Pets and Smoking **Guest animals of any type or description are prohibited in Cub Haus.** Smoking of any kind is strictly prohibited inside or outside the Cub Haus premises. If guests smoke beyond the outside Cub Haus premises, they shall safely dispose of all cigarette butts, etc. and any smoking litter left behind. Failure to do so before check-out will be subject to special cleaning charges. Violation of these policies will result in special cleaning charges including exterior

premises which may be taken from the damage deposit and/or result in additional charges to the guest credit card. Pets of any type are not permitted at any time during your stay.

Chalet Village Private Pool and Tennis Club There are three (3) Chalet Village Club locations available for your enjoyment. A free membership access pass for the duration of your stay will be provided in your check-in package found inside Cub Haus on the day of arrival. Facilities are open in season only with each location being closed one (1) day per week for maintenance. Specific information regarding rules and facility schedule are provided on our web site link.

Telephone , Internet and Mechanical Equipment Free unlimited domestic long distance service is provided. Users and guests may not use the phone or internet access contained in and around Cub Haus for malicious, unethical or unauthorized activity. Internet hardware, the hot tub, and all other appliances and mechanical equipment are kept in good order. However, any malfunctioning equipment will be fixed as soon as possible. Power outages and acts of God are beyond our control. Reprogramming TV's for apps, games or other services is prohibited.

Linens and Other Necessities Bed linens and sufficient towels are provided. An initial supply of toilet tissue, bath and dishwasher soap, garbage bags, paper towels and coffee filters are furnished. Cub Haus towels, linens and deck furniture must not leave the premises. Guests will find the kitchen to be well furnished with normal cookware and dishes needed for your stay. Housekeeping service is provided upon your departure but not during your stay. Please respect our appliances by wiping spills from stove and oven immediately to avoid special cleaning charges.

What Is Not Provided We do not provide baby cribs or high chairs, charcoal for the outdoor grill, condiments or spices, plastic or aluminum wrap, or any type of food item.

The Bears Certain seasons and conditions make our native bear visible. Please consider it is their home as well. Be aware always of your surroundings and the location of small children. Do not under any circumstances attempt to feed or get close to a bear. Garbage must be put in the bear proof container provided with the latch secured. IT IS STRONGLY RECOMMENDED THAT YOU LOCK YOUR AUTOS; CUB HAUS IS NOT RESPONSIBLE FOR ANY DAMAGE OR THEFT TO AUTOS OR GUEST ITEMS LEFT OUTSIDE CUB HAUS.

Neighborhood / HOA No travel trailers or RV's are permitted in Chalet Village. Our home is located amongst permanent residents of Chalet Village so please be respectful to our neighbors.

Special events Chalet Village Club banquet room and facilities are available at a nominal charge for weddings, family reunions and other such gatherings. Arrangements can be made through us at the time of your reservation.

Property Damage Our property is inspected prior to all check-ins and immediately following departure (even before cleaners arrive). **We require a \$500 damage deposit at booking.** In addition, we retain your credit card number until the exit inspection is completed. In the event there is damage to the property during your stay, you agree and authorize us to apply your damage deposit and charge your credit card for the estimated damages. You will be notified in writing of any damages, and the use of your damage deposit and any damage charges to your credit card. **In order to provide our guests with the best vacation possible, please immediately report any damage to us, including any damage you notice upon arrival that occurred prior to your arrival.** After our property is inspected and it is determined that no damages occurred during your stay, your damage deposit will be happily returned to you within 14 days (either by check or credit to the card on file).

Emergencies The Cub Haus is registered with the city of Gatlinburg fire and police department. Your location should come up with a call to 911. The physical address is 1447 N Arbon **Lane** and the **land line** phone number is **865-436-3292**.

Chains and four-wheel drive vehicles may be required during winter season if winter storms occur but generally Cub Haus is easily accessible.

Fireplaces Two gas fireplaces are available for guests use between September 1st and March 31st.

Owner's Closet(s) Any locked closet is restricted and not included in your rental. Any forced entry or attempted entry, and any use of closet contents will result in special charges.

Right of Entry Owner or its authorized representative, including a service vendor, reserves the right to enter the property to investigate any necessary or requested repairs, check occupancy, reported damage or disturbances. Every effort will be made to arrange a convenient time to the guest for a service vendor to make a repair.

Indemnification or Hold Harmless Guests shall be solely responsible for any property damage, accident or injury to any person or loss sustained arising out of guests' use of the Cub Haus, including the surrounding property, and guests hereby agree to hold Owner harmless and will indemnify and defend Owner for any such resulting damage or claims. Effective July 2019

PLEASE PRINT OUT ALL PAGES , SIGN,SCAN AND RETURN ALL THREE PAGES VIA EMAIL TO Rnaberhaus@gmail.com

Please Email preferred but fax to 321-285-5025 if you do not have email.

Confirmed receipt and understanding of pages 1-3 Rental Contract including no animal and no smoking policy are accepted:

Check in Date _____ Check Out Date _____

Number of adults in your party _____ Number of children _____ Total in your Party _____

Printed name of person making and paying for reservation. _____

Address. _____

Contact phone number _____ other _____

Signature * _____ Date _____, 20____

Email: _____

***DRIVERS LICENSE/ID NUMBER:** _____

* for person occupying the chalet, making and paying for the reservation by credit card.

VEHICLE LICENSE PLATE _____ VEHICLE LICENSE PLATE _____

VEHICLE LICENSE PLATE _____ All vehicles in the party.

Notes: _____

Revised 9/29/19