

Cedar Creek Cabins – Rental Terms and Conditions

Thank you for choosing Cedar Creek Cabins. Please review and print out the Terms and Conditions attachment, sign and fax to (404) 963-0444. If you have any questions or concerns, please address them prior to your arrival. You may contact us using any of the methods below.

CONTACT INFORMATION

- Office Hours: Monday through Friday 9a.m. to 6p.m. -- (770) 952-4130 or (706) 865-9086 locally.
- Fax: (404) 963-0444
- Email: info@CedarCreekCabinRentals.com
- Mailing Address: Cedar Creek Cabins; c/o Laurin Peacock; 5359 Forest South Place; Oakwood, GA 30566.

RESERVATION CHANGES/CANCELLATION POLICY

- Please note that if there is any need to change a reservation after the initial reservation has been made, the following must occur: 1) Call and see if it is possible to make a change. 2) Fax in a new rental terms with the change of dates shown.
- Any cancellation 14 days or more before arrival will result in a full refund, less a \$25 transaction fee. Cancellation 13 days or less from arrival will result in forfeiture of the 50% deposit. Please call to cancel a reservation. Please DO NOT rely on email to make a cancellation.
- Each property has a specific maximum occupancy. Take note of the maximum number of guests allowed in the cabins before making your reservation. This policy is strictly enforced. Bringing more guests than on the reservation is unfair to the cabin owner and our company and will not be tolerated.
- Your reservation is secured after you have signed and returned these rental terms via fax within seven days of the day that your reservation was made. Failure to do so may result in cancellation of your reservation. If you have any problems or questions please don't hesitate to contact us via phone or email.
- Refunds for early departures are not given under any circumstance.

PAYMENT

- Upon completion of your reservation a 50% deposit will be charged on your credit card.
- If your reservation has been made less than 7 days before arrival, we will charge the full amount to your credit card. If you wish to set up another form of payment, please contact us.
- Your balance may be paid with a check or money order, but it must be received at least 7 days prior to your arrival. If we have not received an alternate form of payment 7 days prior to your arrival, the balance will be charged to the credit card on file.

PRIOR TO ARRIVAL

- Please be advised that our cabins are more like your home, away from home, and are not set up to operate like a hotel. We provide a starter supply of toilet paper, paper towels, dish soap and a clean cabin. We also provide one towel set and linens for each guest (up to the posted maximum for the cabin). Please bring all other personal toiletries, hand soaps, and shampoo. All of our cabins (except Bella Vista and Rest & Relaxation) do have washers & dryers for your use.
- You will receive your lockbox code about one week prior to your arrival, but only after you have signed these rental terms and faxed them to (404) 963-0444. The lockbox contains your key and is located at the front door of your cabin. This allows you to drive directly to your cabin to obtain your key on your arrival date (please leave key in lock box when you check out).
- Be sure you print out the directions to your cabin (see directions tab on our web site) before you depart. Please note that MapQuest, Google Maps, etc. and in-car navigation systems usually will NOT get you to the exact location of your cabin

ARRIVAL/CHECK-IN

- Check in is at 4:00 p.m.
- Check out: 11:00 a.m. Our Late Check Out fee is up to \$100/hr.. Please understand that we must get the cabin totally cleaned before the next renter and the cleaning crew has a strict schedule to meet.
- Renter must be at least 21 years of age to reserve and check-in.
- A \$200 security hold will be placed on your card upon arrival and will be released within 3 days of check out if the inventory is intact and no damage is done.
- Please go through the cabin checklist upon arrival to be sure that everything is in order and you understand how to operate the hot tub, TV, DVD, satellite, etc.
- For your protection, hot tubs are drained and refilled before guest arrival. Please note that it takes between 4 and 6 hours for a hot tub to heat back up to operating temperature. Although we make every effort to drain and refill hot tubs as early in the day as possible, there may be instances where a hot tub will not reach operating temperature until as late as 10pm on the date of your arrival.
- In the event that a maintenance or cleaning issue arises during your stay, please contact the main office at (770) 952-4130 or (706) 865-9086; on weekends or evenings it may be necessary to leave a message. Please note that the phones provided in the cabins can only be used to make local calls – if you need to contact Cedar Creek Cabins with your cabin phone you must call (706) 865-9086. We will respond to all problems as soon as it is practical to do so and request that all problems are brought to our attention as soon as they arise. We must be given an opportunity to rectify any problems during the time of your stay.

In the event of an emergency, call 911. While power outages are out of our control, we would appreciate notification.

CONDITIONS

Not adhering to the terms and conditions below may result in a partial or total forfeiture of your security deposit, and in extreme cases may lead to dismissal from the property without a refund.

- If you intend to bring your **pet**, please be sure the cabin you are renting is listed as pet friendly or call if you have a question. Pets must be disclosed at time of reservation. There is a 2 pet maximum and a pet fee of \$25 per pet. All pets must be on a leash outside the cabin. All pet owners are required to pick up any pet waste near the cabin, and clean up after their pet in the cabin. Any excessive cleaning required due to pet hair, etc. will be charged to the security deposit. Pets must be crated when left alone inside the cabin -- service personnel will not enter if there is an unattended pet.
- You are responsible for **cleaning up** your own kitchenware/dishes prior to departure. You are requested to maintain the cleanliness of the cabin during your occupancy and to leave the premises reasonably clean condition upon departure. Additional cleaning fees may be added if excessive cleaning by our crews is required.
- You will be held responsible for any **irremovable stains** (clay, makeup, etc.) or damage caused to towels or linens at a cost of \$5 per towel and \$50 per sheet.
- On departure please take all **trash** to the green dumpsters if one is available near your cabin (See map located in the cabin for location of the dumpster). If no dumpster is available, leave the trash in the trashcans provided outside the cabin.
- **Smoking is strictly forbidden** inside the cabins. If you choose to smoke **outside** your cabin, please use the ashtrays that are provided. Please also be sure to smoke in such a location that your smoke does not drift inside through doors or windows. You are responsible for emptying ashtrays prior to departure (make sure all butts are completely extinguished). Any smoke smell inside the cabin will result in forfeiture of your entire \$200 security deposit.
- Please respect your neighbors and keep the **noise level** down between the hours of 10:00 p.m. and 8:00 a.m.
- Shooting **guns** at the Cedar Creek Cabins development is prohibited.
- Flushing **sanitary napkins** down the commode will result in major damage to the septic system. A minimum \$250 expense to repair the septic system will be added to your rental fee.
- You are responsible for cleaning your own **grill** after use.
- Any items that are **damaged** during your stay due to negligence or carelessness will be billed (to the credit card on record) for the cost of the replacement or the labor to repair.
- **Bad weather** can cause problems such as loss of power and water. We cannot be held responsible for weather related problems. If the problem is not fixed within in a reasonable amount of time you will have the option to move to another cabin. If no other cabin is available, you may leave the cabin and not be responsible for future rents. No refunds for nights stayed will be given.
- We will do our best to resolve any **maintenance** problems that may occur. If the problem cannot be resolved in a reasonable amount of time, you will have the option to move to another cabin if available. If no other cabin is available, you may leave the cabin and not be held responsible for future rents. No refunds for nights stayed will be given.

EXTRAS

- **Firewood:** For your convenience, during cold-weather months, we will provide firewood at \$4/bundle. If the supply at your cabin does not meet your requirements, please let us know and an attempt to provide more firewood will be made. Note also that firewood can be obtained at most convenience and grocery stores in the area.

ITEMS LEFT BEHIND

If you leave any items in your cabin we will be happy to return them for the cost of mailing plus a small fee. Please check carefully before leaving the cabin. Cedar Creek Cabins is not responsible for lost or stolen items.

LIABILITY

Renters shall hold Cedar Creek Rentals, LLC. harmless and indemnified from and against all loss or damage occasioned by use, misuses or abuse of any part of or fixture on the premises, surrounding areas and from or against any omission, neglect, or default of the Renter, his/her guests or invitees. The Renter acknowledges that Cedar Creek Cabins, LLC is acting solely in the capacity of Agent for the property owner and assumes no liability hereunder.

PLEASE SIGN AND RETURN THIS PAGE

I have _____ pets and consent to the \$25 fee per pet. No cats please. **Please note:** Not all cabins are pet friendly. If you are unsure, please check the amenities list for your cabin on our website or contact our office.

____ (please initial) I am aware that in order to allow sufficient time to ready the cabin for the next guest **checkout time is at 11 am** and any guests still occupying their cabin after 11 am are subject to up to a **\$100/hr for late departure fee**. This is necessary to allow our cleaners sufficient time to maintain the high level of cleanliness expected from Cedar Creek Cabins.

____ (please initial) Cedar Creek Cabins strives to uphold the highest standards for cleanliness and repair. In the event that something is not to your satisfaction please report it to us so that we may have an opportunity to remedy the situation. Please do not expect to be compensated for problems that are brought to our attention for the first time after the completion of your visit.

I agree to all of Cedar Creek Cabins policies and sign this agreement for all guests staying in my cabin and am aware of the fact that a failure to comply may result in being asked to leave the cabin without a refund.

PERSON WHO'S NAME THE RESERVATION IS UNDER:

Print Name: _____

Sign Name: _____

CREDIT CARD HOLDER (required if different from above):

Print Name: _____

Sign Name: _____

Today's Date: _____

Print (legibly) email address: _____

Dates of stay: _____

Name of Cabin Reserved: _____

Please print, sign, and fax to (404) 963-0444.