

Moose Creek Crossing, LLC

3240 Wears Valley Road
Sevierville, TN 37862

865.774.5862
865.908.9408 - FAX

Guest Name _____ Reservation # _____
Address _____ Cabin _____
_____ Arrival Date _____
Home Phone _____ Departure Date _____
Cell Phone _____ Email Address _____

Guest License Agreement

Most of our cabins have fantastic, panoramic views and luxurious amenities. All properties are privately owned and furnished by the homeowners of the cabins. We are only minutes from Dollywood, the Parkway in Pigeon Forge, Gatlinburg, and the Great Smoky Mountains. We hope you enjoy your altitude adjustment.

Check In & Check Out

Check-in is 3 PM. If you will be arriving after office hours, please call so we can make arrangement for Express check-in prior to your arrival. **Check-out time is 10:00 AM.** Checkout procedures are posted at the cabin, on our website and are also included in your check-in package. **The guest named on the reservation must check-in.** The remaining balance is due before the cabin may be occupied. **The guest named on the reservation is responsible for the remaining balance due.** Other guests in the party may pay cash toward the balance at check-in but only the named guest can give a credit card for payment. To check-out you **do not** need to return to our office just lock the cabin and conduct the checkout procedures. Primary renter must be an adult age 25 or over. There must be at least one (1) adult age 25 or older in residence and on the premises at all times if children are present. We will allow a renter to be 21 if renting a 1 bedroom cabin only. We do not allow guest to check in on New Years Day, Easter Sunday, Thanksgiving Day or Christmas Day so please ask about our express check-in.

Our office hours are 10:00 AM - 5:00 PM Monday-Saturday and 1:00 PM – 5:00 PM on Sunday. We are available by phone until 9:00 pm EST every night. We offer Express check-in for late arrivals.

Minimum Nights

Moose Creek Crossing, LLC (MCC) requires a 2-night minimum stay on most reservations, with a 3 night minimum or more required on certain dates. Cabin occupancy is limited to the

maximum number of guests that your cabin will sleep including children. If violated, you will be asked to leave the cabin and no refunds will be given for unused nights. Please call the office if you have any questions.

Terms of Payment

All deposits to MCC must be made by a major credit card (Visa, MasterCard, and Discover). We **do not** accept American Express. If booking a cabin within 30 days of arrival you are required to pay the total balance due at the time of booking. To make a reservation, either fill out our online registration form or call us toll free at 1-888-972-2246. To reserve your cabin you will need to make payment for the first 2 nights and the non-refundable \$25 reservation fee on all 1 & 2 bedroom cabin and \$35 reservation fee on 3 bedroom or larger cabin plus a \$31.00 Damage Waiver and Travel Insurance. A photo ID is required upon arrival. **The name on the reservation must match the name on the credit card when booking, making extra payment and paying the balance.** Rental agent reserves the right to refuse rental to any individual or group. It is a crime to obtain this rental property under false pretenses. The use of premises shall not be such as to disturb or offend neighbors. Rental agent reserves the right to terminate the Agreement and ask disruptive guests to vacate the premises with **no refund**. We must have a signed Rental Agreement at check-in or prior to check-in if using Express Check-in. Rental agent reserves the right to move your reservation to a comparable property if necessary due to a problem with the original property or if property is sold. A confirmation of the reservation will be emailed to the customer so please verify for accuracy of dates and call our office at 1-888-972-2246 of any discrepancies in the reservation immediately. You must sign the confirmation and fax or email back to MCC in order to confirm the reservation. At the time of check-in the balance of your stay will be due. Personal, business and church checks will not be accepted at check-in. We will accept a check for final payment if it is received 30 days prior to arrival. Returned checks will result in a \$30 fee.

Damage Deposit Initial _____

A thorough inventory and inspection of your cabin was completed prior to your arrival. We encourage you to inspect your cabin and let us know if there is anything damaged or not working upon your arrival. No refunds will be issued for malfunctions in the equipment (i.e. Hot Tubs, saunas, Jacuzzi, televisions, stereos or VCR) or weather conditions.

A Damage Deposit of \$400.00 cash is required at check-in unless you choose to purchase a Vacation Rental Damage Protection (\$31.00 Damage Waiver) plan designed to cover **unintentional** damages to the rental cabin interior that occur during your stay provided they are disclosed to management prior to check-out. If purchased, the policy will pay a maximum benefit of \$1,500.00 for only \$31.00. Any damage that exceeds the \$1,500.00 are not covered under the plan will be charged to the credit card used for payment. If during your stay at one of our rental properties, an insured person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$1,500.00. Certain terms and conditions apply. Full details of the Vacation Rental Damage coverage are contained in the Description of Coverage or Insurance Policy. The www.vacationrentalinsurance.com/g20vrd Vacation Rental Damage plan 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 Moose Creek Crossing, LLC and amount payable under the terms and conditions of the Vacation Rental Damage. Please contact Moose Creek Crossing, LLC directly if you do not wish to participate in this assignment.

When you stay with MCC, you will be staying in a luxurious, privately-owned home. These deposits are to protect the cabin owner's investments.

Renters will be held responsible for any damaged or missing items or damage to the premises during their stay not covered under the Vacation Rental Damage coverage. We cannot be responsible for any items lost or stolen during your stay. We do everything to keep all equipment in good working order. If something is not working properly, we will do our best to get it up and running for your stay however no refunds will be issued for non-working amenities, malfunctions in equipment (i.e. hot tubs, saunas, whirlpool tubs, TV's, internet, stereos, VCRs, etc) early departures or for any weather conditions. If you call after hours to report something and it is a true emergency then you will be contacted back as soon as possible. If it is not a true emergency and it can wait, please contact us the next day during business hours.

Please do not flush tampons, sanitary napkins, condoms or paper towels down the toilet. Flush only toilet paper. Do not put food or grease down the kitchen drain. These beautiful cabins are on septic systems and these actions can cause severe plumbing damage.

Our cabins are non-smoking however smoking is permitted outside. Please do not toss your butts on the ground – dispose of them in a proper manner.

Pets are not permitted unless specifically noted. If your cabin permits pets, there is a \$75 pet fee and puppies are **not** permitted – no other pets allowed. If allowed, no more than two dogs may be brought to any cabin. A pet fee is assessed for each pet. If you violate this, you agree to pay a \$250.00 special cleaning charge and you will be charged for any damages and may be asked to leave the cabin immediately with **no refund**.

Hot Tubs **Initial** _____

There are certain health risks that are associated with using a Hot Tub, use with discretion and at your sole responsibility. In accordance with our county health department codes, Hot Tubs are drained, sanitized, refilled, and replenished with chemicals in all tubs prior to your arrival; therefore, it may not be warm till later that evening. You should leave the bromine filter (floater) in the hot tub to maintain the proper chemical balance and do not turn the temperature below 85 as the chemicals will not work properly. Please shower before and after using the Hot Tub as some body lotions/etc. mixed with Hot Tub chemicals can cause a rash on your skin. Limit your stay in the hot tub to 15 to 20 minutes. Rental agent assumes no responsibility for any occurrence associated with Hot Tub usage. Guest with heart disease, diabetes, high or low blood pressure, or any serious illness and pregnant women should not enter the hot tub without consulting a physician. Guest with skin, ear, genital or other body infections, open sores or wounds should not use the hot tub due to the possibility of spreading infection. Children under the age of 12 are prohibited from using the hot tub unless accompanied and supervised by their legal guardian. If a residue from items such as bath products, food alcohol, etc is found in the hot tub, guests will be charged an additional cleaning fee up to \$100. Hot Tub covers are for insulation purposes and are not designed to support a person or persons. **DO NOT STAND ON THE HOT TUB**

COVERS, they will break and you may be charged for replacement. **A replacement hot tub cover is \$350.00.** Remember when not using the Hot Tub, leave the cover on so the Hot Tub will stay warm and debris will stay out.

Grill Safety

Grills are prohibited from being moved. We canvas the property often, for safety purposes, trash pickup, etc. If any grill has been moved, you will be fined \$100.00. Our cabins are all wood structures plus we are surrounded by trees. One hot coal or one out-of-control flame could be disastrous. We can't allow you to be responsible for causing damage and perhaps taking a life. **Together We Can Save One of Nature's Most Beautiful Resources – The Great Smoky Mountains National Park.**

Cancellations and Rental Changes

Should you find it necessary to cancel your reservation, your deposit will be refunded if the named renter notifies us in writing 30 days (60 days for 3 bedroom or larger cabins) prior to the scheduled arrival date. ***The \$25.00 (1 or 2 bedrooms) \$35.00 (3 or larger) reservation fee plus sales tax is non-refundable as well as the \$31.00 Damage Waiver.***

If you cancel your reservation less than thirty (30) days prior to the arrival date (60 days for 3 bedroom or larger cabins) there are no refunds given (Travel Insurance is available to purchase at the time of reservation). If you decide to change cabins the change must be made 30 days prior to arrival date (60 days for a 3 bedroom or larger cabin). There is a \$25 change reservation fee. Once the change has been made no other changes are allowed. A rescheduled reservation, if cancelled, will not be refunded. Refunds are not provided for nights removed less than 30 days prior to guest arrival (60 days for 3 bedroom or larger cabins.) Note: If you make a reservation within 30 days (60 days for 3 bedroom or larger cabins) of arrival, this cancellation policy still applies. In case of early departure there will be no refunds given.

Housekeeping & Amenities

All cabins are cleaned prior to guest arrival. We do not offer daily maid service. A starter set of linens, towels, soap for bathroom, dishwashing detergent, dishwasher tablets, 1 roll of toilet paper in each bathroom, 1 roll of paper towels in the kitchen and a couple of trash bags is provided. Most cabins have a washer/dryer for guest to wash linens or towels as needed. Each cabin is accessed a cleaning fee depending on the size of the cabin you reserve.

Fireplaces

Fireplaces are seasonal and will be turned off April 1st to September 30th.

Road Conditions

Mountain roads can be curvy and steep. Gravel drives are well maintained, however, we highly recommend four wheel drive and/or chains during the snow months. We do not issue refunds due to road conditions.

Renters understand that this cabin is located in an area that may have wildlife present and that the Owner and its Agent are harmless from any risk or injury or other losses resulting from the

presence of or contact with the wildlife. I (we) understand that I and/or none of my guests are to provide any food to any wildlife-DO NOT FEED THE BEARS AND/OR OTHER WILDLIFE. Any locked doors or locked outdoor units are reserved for the cabin owner's use only and should not to be disturbed and are not included in the rental agreement.

There are to be no telephone billings or cable and/or satellite TV charges to be made to the unit. If any charges appear on the cabin owner's telephone bill or cable and/or satellite TV bill during the time that the guest is a registered occupant, then the guest will be billed for the charges. All long distance calls are to be placed either collect or on a credit card unless the owner provides as an amenity.

All of the cabins rented by MCC are privately owned; neither the homeowner nor MCC is responsible for any accidents, injuries or illness that occurs while on the premises or its facilities. Neither MCC nor the homeowner is responsible for the loss of personal belongings or valuables of the guest. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premise.

By accepting the terms and conditions of this Guest License Agreement, I give MCC permission to charge the first 2 nights and the non-refundable reservation fee to my credit card and also allow MCC to charge the balance of the reservation at check-in.

Please sign and return by fax or email once you have read and agreed to the terms of these policies and procedures.

Signature

Date