

Moose Creek Crossing, LLC

4015 Wears Valley Road
Sevierville, TN 37862

865.774.5862
865.774.8993 - FAX

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

Guest License Agreement

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. We allow early check-in if your cabin has been cleaned and inspected. Please call us and we can let you know if your cabin is ready. If you will be arriving after office hours, please call so we can make arrangement to have your check-in welcome package ready. Check-out time is 10:00 AM. Checkout procedures at the cabin include loading dirty dishes in the dishwasher and running it, setting the thermostats to 65 in the winter and 75 in the summer, securing the cabin with all doors and windows locked, turning the lights out, and making sure you are taking all personal items with you. Primary renter must be an adult age 21 or over. There must be at least one (1) adult age 21 or older in residence and on the premises at all times if children are present.

Our business hours are 9:00 AM - 8:00 PM Monday-Friday and 9:00 AM – 6:00 PM Saturday and Sunday.

Minimum Nights

Moose Creek Crossing, LLC (MCC) requires a 2-night minimum stay from the second week of January through May 31st. A 3-night minimum stay is required for June through December. A 4-night minimum stay is required the week before and week after major holidays such as Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Years. 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, American Express, and Discover). To make a reservation, either fill out our online registration form or call us toll free at 888.97.cabin (888.972.2246) To reserve your cabin you will need to make payment for the first night and the non-refundable \$35 reservation fee. At the time of check-in the balance of your stay will be due.

All prepayments will be deposited into an interest bearing escrow account in which interest earned will be dispersed to MCC.

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 not working or any items missing. Any damages or problems not reported by the tenant after arrival will be charged to the tenant. No refunds will be issued for malfunctions in the equipment (i.e. Hot Tubs, saunas, Jacuzzi, televisions, stereos or VCR) or weather conditions.

Renters will be held responsible for any damaged or missing items or damage to the premises during their stay. 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. 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. If you violate this, you agree to pay a \$250.00 special cleaning charge and you will be charged for any damages.

A Damage Deposit is required at check-in using a major credit card. The amount will be \$200.00 for one bedroom cabins, \$300 for two bedroom cabins, \$400.00 for three and four bedroom cabins, \$600.00 for five and six bedroom cabins, and \$1,000.00 for cabins larger than six bedrooms. An authorization only will be run on your major credit card and will automatically be taken off your credit card ten (10) days after departure provided there is no damage done to the cabin. 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.

Hot Tubs Initial _____

There are certain health risks that are associated with using a Hot Tub. Our housekeepers drain, sanitize, refill, and replenish 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. 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 \$300.00.** Remember when not using the Hot Tub, leave the cover on so the Hot Tub will stay warm and debris will stay out. Please shower before using the Hot Tub as some body lotions/etc. mixed with the Hot Tub chemicals can cause a rash on your skin.

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 prior to the scheduled arrival date. ***The \$35.00 reservation fee is non-refundable.***

If you cancel your reservation less than thirty (30) days prior to the arrival date, no refund will be made; however, your deposit can be applied to another reservation that is made within 30 days. There is a \$25 change reservation fee. A rescheduled reservation, if cancelled, will not be refunded. If you cancel your reservation less than seven (7) prior to your arrival date, no refund will be made and the reservation can not be rescheduled. This cancellation policy applies to all reservations regardless of the date of booking. In case of early departure there will be no refunds given.

Housekeeping & Amenities

All cabins are made up with a supply of linens and towels. All kitchens are fully equipped along with a starter supply of soap, dishwashing detergent, toilet paper, trash bags and paper towels. Each home has its own phone number.

Fireplaces

Fireplaces are seasonal and will be turned off April 1st to September 30th. Electric fireplaces may be used year-round.

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.

Occupancy and use of premises shall not be such as to disturb or offend neighbors or residents. MCC has the right to terminate this agreement and to ask disruptive guest to vacate premises.

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.

MCC reserves the right to move your reservation to a comparable property if necessary due to a problem with the original property.

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.

Privacy Statement: Owner does not divulge any guest's personal information to any third party without the guest's expressed consent.

By accepting the terms and conditions of this Guest License Agreement, I give MCC permission to charge the first night stay and the non-refundable reservation fee to my credit card.

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

Signature

Date