

# Reservation Agreement & Policies

## CANCELLATIONS & REFUNDS

The Smokies most guest-friendly Reservation Policy. If your reservation requires renting more than 3 cabins or more than 15 bedrooms Please [Click Here](#). Only the first night's rent is required to make a reservation\*\*. However, reservations can't be cancelled. No refunds. Should you need to change your dates or cancel, you can reschedule your reservation any time with no penalty as long as the change is processed at least 30 days in advance of your stay. The deposit is placed in escrow, to be held for 1 year, for a future reservation. For reservations cancelled inside 30 days, the deposit is forfeited unless we are able to replace the reservation with another booking. Within 7 days, the guest is responsible for the amount of the entire stay unless we are able to replace the reservation with another booking at the same rate. If the cabin is rebooked within 7 days at the same rate, the full balance will be placed into an escrow account. The money will be good 1 year from the original arrival date to be used for another reservation. No exceptions to the cancellation policy can be made for weather, health related reasons, or family emergencies. You will be given a cancellation number at the point of cancellation. If there are future concerns regarding the reservation you will need to have your cancellation number available.

Specials or discounts do not apply to existing stays. Certain seasons and holidays require nightly minimum stay restrictions, which will not be applied by the online reservation system. In the case of not meeting nightly minimum restrictions, we reserve the right not to accept these reservations. Under these conditions, a refund will be applied to the credit card provided.

Martin Luther King Weekend- 3 Night Minimum

Valentine's Day Weekend- 3 Night Minimum

Memorial Day Weekend- 3 Night Minimum

July- 3 Night Minimum (entire month)

July 4th Holiday- 4 Night Minimum

Labor Day- 3 Night Minimum

October- 3 Night Minimum (entire month)

Veteran's Day Weekend- 3 Night Minimum

Thanksgiving- 5 Night Minimum

Christmas- 4 Night Minimum

New Year's - 5 Night Minimum

## **PAYMENTS**

The first night's rent with a major credit or debit card is required to confirm a reservation. The Credit Card holder for any payments made on the reservation, including the first night's rent, must be present at the time of check-in with a valid ID that matches the name on the credit card. Credit or debit cards only are accepted at check-in. There is a maximum limit of three credit or debit cards to be used on each reservation. Balance must be paid in full at time of check-in. No checks or cash.

## **ARRIVAL, LOCATIONS AND HOURS**

Check-in begins at 4pm and checkout is 10am. During peak seasons, as well as most Fridays and Sundays, delays are likely due to the amount of time needed to properly clean and prep the cabin between turns. Feel free to call for your cabin's estimated check-in time. We are available for calls 24 hours a day; however check-in office hours vary based on location. The details are below:

Parkview Office:

7 Days/Week: 9am-6pm

Pigeon Forge Office:

7 Days/Week: 9am-6pm

Hidden Valley Office:

7 Days/Week: 9am - 12am

For any late arrivals, your check-in welcome package (including key code and map to your cabin) will be provided at

our office for pick up in a cabinet adjacent to the front entry of the Guest Care Lodge. If you are a late arrival we ask you to please stop by our office by noon to prevent a possible lock out of your cabin due to incomplete paperwork. Check-out time is 10am. You will be expected to place dishes in the dishwasher and then make sure the cabin is secure before departing.

## **OCCUPANCY & HOUSEKEEPING**

Please limit occupancy to the allowable cabin maximum and adhere to pet and smoking preferences of the cabin. In the event of damages or extra cleaning requirements, additional charges may be applied. Linens and towels are provided along with basic kitchenware and utensils. A starter supply only of soap, dish washing detergent, toilet paper, trash bags, and paper towels will be provided. Upon arrival, please report any damages, shortage of supplies, or housekeeping issues immediately. Please review the check-in material and abide by hot tub procedures, rules, and precautions.

## **OCCUPANCY & AMENITIES**

We will do everything we can to make sure your cabin is ready for your stay. It is our mission to provide you the cleanest cabin in the Smokies so that you will become a guest for a lifetime. However, there are rare occasions that your cabin might not be fully presentable by 4pm or when your hot tub won't be warm until later in the evening. In addition, we provide the finest luxury cabins in the Smokies with maximum amenities; they are not hotel rooms and, therefore, from time to time, appliances, hot tubs, satellite TV, water, electricity, etc. will break down or malfunction. While we cannot refund any monies due to these issues that arise as they would in any property due to the life expectancy of any and all such appliances etc, we will respond as quickly as we can to make repairs and restore amenities. On rare occasions, cabin investment properties are sold and management responsibilities transferred. Under these, and similar circumstances, reservations may be moved to a similar property. We are not responsible for weather conditions.

## **FEES**

We offer cabins with the highest standards of quality and excellence. As such, Guests are charged various fees in order to supplement cost in providing extra care and premium service. Service Fees vary based on the cabin and time of year.

Also, included with your stay is a packet of "Trip Cash", our proprietary guest amenity package that includes over \$700 worth of free tickets to local area attractions and activities.

## **PET FEE**

Certain cabins are designated as pet friendly cabins. Reservations will be billed a \$50 per pet non-refundable Pet Fee,

where applicable. If you are making your reservation online, please sure to notify us upon check-in of your pet(s) so our staff can apply the appropriate charge to your reservation.

## **DAMAGES TO THE CABIN**

Damage to the cabin The Guest understands it is also his/her responsibility to inspect the cabin upon entry and notify the front desk of any pre-existing damages noted to the property. The Guest further understands that he/she accepts responsibility for any issues found by the management company upon departure not reported by Guest at check-in. The credit card on file will immediately be charged for any damage to the cabin noted on departure inspection.

I understand that it is my responsibility to review the cabin upon entry and notify the front desk of any pre-existing damages to the property; I further understand that I accept responsibility for any issues found on inspection after my departure that were not reported. I am also aware I will be responsible for any attorney fees incurred by Venture Resorts recovering damages caused to the cabin.

Housekeeping and Trash Removal: I understand that the cabin must be left in proper condition upon departure (dirty dishes in dishwasher; garbage bagged; etc ); I understand I will be billed for any additional housekeeping required for both inside the cabin and on the grounds surrounding and below my cabin (please follow the garbage pick up schedule provided on the Guest Information Update or Guest Information Guide provided at check-in).

## **FIRE PITS**

We have a number of cabins that have fire pits. If you reserve a cabin with this option we require you to follow all safety rules. Please do not use the fire pits during dry season to avoid a forest fire. Please refrain from offensive language while outside enjoying your fire pit. We ask that the fire pit be used responsibly any damage caused by use of fire pit is the guests responsibility and Venture Resorts holds no responsibility to any damage caused by fire pit use.

## **LOST ITEMS:**

We are not responsible for lost or damaged items. If an item is left behind or lost by a guest, the item will be returned to the guest at the guest's expense.

## **LATE CHECK-OUT**

I understand that I will be billed an extra \$125 at 11am and \$250 at noon if any members of my party remain in the cabin. Smoking: All cabins are non-smoking; if smoking is detected in my cabin, I understand I will be billed \$250-\$500 for extra cleaning required. Pets: Only certain cabins are identified as pet friendly. There is a non refundable \$50 per pet fee applied to pet friendly cabin reservation. I understand if I bring a pet into a cabin that is not designated as pet friendly I will be billed \$250-\$500 for additional cleaning plus any damages.

## **NOISE COMPLAINTS**

The resort maintains quiet hours between 10pm and 7am. I understand that if my party can be heard outside of our cabin during our stay requiring a call from the Night Manager, I will be billed \$50 for the first call I receive. If it requires any subsequent calls I will be charged \$250 per call. Any calls received after 12:30am will be billed an automatic \$250.00 charge and an eviction if necessary. If the police are called you will be billed an additional \$250. If an eviction from the resort is required I will be charged an additional \$400 and removed from the premises with no refund. Guests will immediately be evicted for any disorderly conduct deemed unsafe by Venture Resorts Inc. management. Glades Guests: There is an existing residential neighborhood beyond the tree line. Please be advised that for their comfort the noise complaint policy above will be strictly enforced. The resort maintains quiet hours between 10pm and 7am. I understand that if my party can be heard outside of our cabin during our stay requiring a call from the Night Manager, I will be billed \$50 for the first call I receive. If it requires any subsequent calls I will be charged \$250 per call. Any calls received after 12:30am will be billed an automatic \$250.00 charge and an eviction if necessary. If the police are called you will be billed an additional \$250. If an eviction from the resort is required I will be charged an additional \$400 and removed from the premises with no refund. Guests will immediately be evicted for any disorderly conduct deemed unsafe by Venture Resorts Inc. management. Glades Guests: There is an existing residential neighborhood beyond the tree line. Please be advised that for their comfort the noise complaint policy above will be strictly enforced. No parties allowed! If partying cabin will be evicted immediately.