



# Policies

## Rates & Seasons:

Two-night stay minimum is required. We reserve the right to require a three to four night minimum stay on holidays, July, October and special event dates.

Rates and terms subject to change without notice.

Taxes are not included in rates.

## Reservations & Payments:

Guests must be at least 21 years old to rent the Chalet.

One night's deposit plus tax is required for reservations of 4 nights or less. Deposit is due 7 days after reservations are made.

Two-night's deposit plus tax is required for reservations of 5 nights or more, holidays, and the months of July and October. Deposit is due 7 days after reservations are made.

If deposit is not received within 7 days, reservations will be canceled.

Balance is due before arrival. We accept cash, cashiers checks and money orders for exact balance only.

Multiple payments are permitted by cash, cashiers checks or money orders. Personal and business checks accepted only if 30 business days prior to arrival date.

## Cancellation Policy:

30 days cancellation notice is required prior to scheduled arrival date to receive a 100% refund. Notice must be confirmed, in writing, with Stay With Us Rentals.

A service charge of \$25.00 from the required deposit is withheld for each reservation cancelled outside of stated cancellation policy.

Cancellations made less than 15 days prior to the arrival date will forfeit 100% of deposit.

All reservations for holidays, months of July and October, and special event dates have a 45 day cancellation policy.

Cancellation policy and specials are subject to change without notice.

No refunds are given for no shows, early departures, late arrivals or weather conditions.

## General Information:

Due to local fire codes, the number of guest cannot exceed maximum number the chalet can sleep. It's a Wonderful View chalet sleeps a maximum of 6 people.

No smoking allowed.

No house parties or receptions.

## Check-in & Check-out:

Check-in is 3:00pm (EST) We make every effort to have your Chalet ready for you. However, during peak season there might be a slight delay in checking in. We appreciate your patience during these instances.

If you arrive prior to our 3:00pm check-in time and your Chalet is ready for your arrival you may be able to check-in as early as noon.

Check-out is promptly at 11:00am. No Exceptions. There is a \$25.00 charge for every hour that you are late departing. We do not prorate this charge.

Keypad code will be given to guests on day of arrival. Code is changed frequently for security purposes.

## Hot Tub, Jacuzzi, & Fireplace:

Reminder: health risk are associated with the use of hot tubs and jacuzzis.

Each registered guest is responsible for informing their guest of the possible risks using a hot tub.

The hot tub is emptied, sanitized and serviced with chemicals after each guest check-out.

No bathing products such as soap, shampoo, bath oils etc are to be used in hot tub.

Hot tub cover is to be kept on hot tub at all times unless it is being used.

Do not sit, stand on or mistreat the hot tub cover. A \$400 charge will result if any damage is done to the hot tub cover.

Certain swim wear may discolor in the hot tub. Guest take responsibility for discolored swim wear.

Gas for fireplace is provided in winter months only (October 1 - March 31)

# Policies Cont'd

## Housekeeping / Linens:

Bed linens and towels are furnished at the Chalet.

A starter supply of toilet paper, paper towels, tissues & trash bags are provided.

There is NO daily housekeeping service.

Guest are responsible for cost of damaged or missing towels and linens. (Make-up, grease, wine stains, car clean up)

Before you leave, please:

Leave kitchen clean

Put all dirty dishes in dishwasher and turn on

Take trash out

Lock all windows and doors

Make sure hot tub cover is on

Heat / Air is turned down as stated on wall near unit

DO NOT make beds

Chalet is cleaned upon your departure

## Lost & Found / Damages:

We are not responsible for personal items brought with you or left after your departure.

Items reported by guest after departure will be shipped to you COD if missing item was found. After 30 days of your departure, Stay With Us donates all lost and found items.

Guest(s) shall be responsible for any property damage, accident, death, injury to any person, or loss sustained by any person, including loss of money, jewelry and other items or personal property, arising out of or in any way related to the guest(s) use of the property.

## Weather Conditions / Driving:

We do not guarantee any road surface condition. Most roads in our area are well maintained but can be extremely curvy and steep.

Snow tire chains and/or 4-wheel drive vehicles are required during winter months in the event of unpleasant weather. Stay With Us Rentals does not provide transportation or tow service.

No refunds are given due to weather conditions.

No changes or refunds given due to fear of heights or roads. For local road conditions, contact the State Highway Patrol (865.594.5800) or Gatlinburg Police Department (865.436.5181).

## Animals & Insects (Includes Bears):

DO NOT feed the bears. It is for your safety and the bears. Enjoy the bears from a safe distance and never attempt to take a photograph at a close distance.

Guests may encounter insects.

The Chalet is professionally treated for insects on a regular basis. No refunds given due to insects or animals.

Outdoor garbage cans are to be locked at all times to keep bears and other animals out.

## Pets:

Sorry, no pets allowed.

We regret that we cannot accommodate pets.

(Some of the forest creatures regret that we can't accommodate your pets either, which is reason enough for you to leave them at home.) We also want to respect those who have allergies.

## Swimming Pool / Tennis Courts:

Guest(s) will have passes to 3 area clubhouses with outdoor swimming pools and tennis courts.

Passes are provided for guest(s) staying at It's a Wonderful View Chalet.

Guests need to return the passes upon their departure, otherwise \$25.00 will be charged to guest for each pass not returned.

Passes must be shown upon entering the clubhouses.

Reminder: the clubhouse pass is a privilege. Please be respectful of the property that you are using. The clubhouse owner reserves the right to take away any passes.

Clubhouses are generally open from Memorial Day through Labor Day. Guests may call for exact dates and times clubhouses are open.

There are no lifeguards on duty. Guests swim at their own risk.

Children 14 and younger must be accompanied by an adult. Guests need to bring their own beach towels.