

Oak Leaf at Gatlinburg Chateau Owned/Operated by Hanrahans• HIP Hideaways, LLC

Reservation Terms and Conditions

By completing the reservation process and agreeing to payment of deposit or total as quoted, you are accepting these terms as outlined below. This is considered a binding rental contract.

GENERAL REMINDER:

ALL PROPERTIES ARE PRIVATELY OWNED. WE RESPECT YOUR NEEDS AS OUR GUESTS AND ASK THAT YOU DO THE SAME. THERE WILL BE A CHARGE FOR ANY EXTRA CLEANING REQUIRED, DUE TO UNNECESSARY ABUSE AND ANY DESTRUCTION OF CONTENTS DURING YOUR STAY. IF A PROPERTY HAS BEEN USED IN ANY MANNER AND A REFUND IS REQUESTED, A PARTIAL REFUND WILL BE ALLOWED UPON THE DISCRETION OF THE RENTAL MANAGEMENT COMPANY. A SIGNED TERMS AND CONDITIONS AGREEMENT IS MANDATORY IN ORDER TO RECEIVE ACCESS TO ANY PROPERTY. EVERYTHING IS CAREFULLY INVENTORIED, INSPECTED AND MAINTAINED FOR YOUR USE AND SAFETY. PLEASE IMMEDIATELY REPORT ANY ITEMS IN NEED OF ATTENTION OR REPAIR. WE WILL ATTEMPT TO ACCOMMODATE YOU IN EVERY WAY POSSIBLE. THANK YOU FOR YOUR COOPERATION AND ENJOY YOUR TIME IN THE GREAT SMOKY MOUNTAINS!

Deposits and Cancellations: A 40% deposit and a signed Terms and Conditions are required in order to confirm a reservation. This deposit may be paid by Discover, MasterCard or VISA over the phone or internet. If the reservation start date is at least two weeks away, a check may be mailed to our PO Box within five day of making the reservation. **Your deposit may or may not be held in an escrow account, in accordance with TCA #62131047D(i).** This deposit is refundable (less a \$75 processing fee) if the reservation is canceled at least two weeks prior to the arrival date. If cancellation occurs within 2 weeks of start date, you may choose to reschedule your reservation and apply the total deposit to the new reservation. **If the reservation is not rescheduled, the entire deposit will be forfeited. Pricing on rescheduled reservations may change according to the posted seasonal rates. There are no refunds on rescheduled reservations. Terms and Conditions may be printed from our website (upper right corner of each page of the website) or we will mail or fax it to you upon request.** Terms and Conditions may be faxed back to 865-430-3412, or mailed to PO Box 731, Gatlinburg, TN 37738.

Check in: The balance of your reservation is due upon check-in at our office. This may be paid by cash, travelers check, Discover, MasterCard, or VISA. Checks will not be accepted at check in. Whatever form of payment you choose, a valid credit card is required upon check in, in case of damaged or missing items or equipment. We are attempting to continue our practice of NOT charging a security deposit, but in lieu of a credit card, a security deposit may be paid at check in, amount determined by the specific unit rented. The security deposit will be returned within 15 days of your check-out date, after property has been inspected. Office hours vary with the season, so please verify office hours on your arrival date ahead of time. If you will not be able to arrive while our office is open, you must authorize payment of the remaining balance prior to your arrival. **Keys will not be issued until full payment and a signed Terms and Conditions form have been received in our office.** A late-arrival packet will then be left for you in our key safe to be picked up at your convenience. This packet will include your key and directions to your condo, chalet or cabin.

Weather and Driving in the Mountains: Especially during the late fall and winter, some roads and/or driveways may require tire chains or 4-wheel drive vehicles to be accessible. Gatlinburg is in the Great Smoky Mountains! **We cannot give refunds due to weather or driving conditions! If an alternate property is available, we will happily move you to this location, but we cannot guarantee in advance that this will be possible, especially during peak seasons!**

Pets and Smoking: All condos, chalets and cabins are smoke free. A limited number of our chalets/cabins allow pets with prior permission. You must clean up after your pet(s). If your pet(s) cause damage to the property, or additional cleaning is required, additional charges will be billed to the credit card on file or deducted from your security deposit. Anyone who smokes in a smoke-free cabin, chalet or condo, or brings a pet(s) into a • no pets• property, will be asked to leave immediately with no refund, or if discovered after guest departure, will be charged a \$300 clean-up penalty, or actual cleaning costs, whichever is greater.

Amenities: We make every effort to assure all amenities are in good working order for each arriving guest. Please report any malfunctioning equipment as soon as possible after check in. If possible, we will correct the problem immediately. If a service technician is required, repair may be delayed, even beyond your stay. While we regret any inconvenience this may cause, we cannot give a refund due to circumstances beyond our control. If another rental property of comparable value is available, we will offer to move you, however, this cannot be guaranteed, especially during holidays and/or peak times. If for any reason, the cabin, chalet or condo you originally reserved becomes unavailable, your reservation will be moved to a comparable property. No refunds or discounts will be given for this reason.

Self-Catering Vacation Rentals: All units are self-catering, meaning daily maid service is not included. Bed and bath linens are provided for your convenience. **Please use them appropriately.** Replenishment of unit supplies will be offered at no charge one time during a 3-5 night stay, or two times during a 6-7 night stay. If you need fresh towels more often, laundry facilities are available in **most** cabins and chalets, and on-site at all condominiums. Additional charges will apply if more frequent service is requested. (1/1 condo \$5.00, 2/2 condo \$10.00, 3/3 condo \$15.00, All cabins/chalets \$20.00).

Check-out Procedures: Check out time is 11:00 AM. In an attempt to keep the Cleaning Fee as low as possible, we request the following from our departing guests: adjust the thermostat to 55 degrees in winter and 80 degrees in summer months, bag all of your trash, place dirty dishes in the dishwasher, add soap and start, make sure all windows and doors are closed securely and locked, turn off all lights, and electronic equipment. Make sure hot tub cover is closed, but do not turn the hot tub off. If you used the fireplace, please make sure the fire is completely out and the flue is closed. Please leave key and/or Clubhouse passes on dining table, or drop in key return box at our office upon departure. Unreturned keys will incur a \$10.00 fee, and an unreturned clubhouse pass will incur a \$25.00 fee. If you prefer to not perform any of these departure requests, you agree to pay additional costs to cover these services.

Statement: I accept full responsibility for any damages to property and inventoried items, phone charges, satellite or cable TV Pay-per-view charges, replacement of lost/stolen keys or clubhouse passes, extra cleaning required due to abusive behavior or accidents. I authorize you to charge my credit card for any and all damages or costs associated with the listed items above. (Instead of a valid credit card, a government-issued picture ID and a cash deposit of between \$50-\$300 may be furnished, amount determined by size/type of rental property) If the card will not accept the charges, or if I pay a cash deposit, I acknowledge that if expenses for damages exceed my deposit, then I will be billed for the additional costs, and payment will be due immediately.

Guest Name

Guest Signature

Date

Oak Leaf at Gatlinburg Chateau By Hanrahans' HIP Hideaways, LLC

102 Baskins Creek Bypass Road Gatlinburg, TN 37738

Toll free: 866-430-3411