

# Policies and Procedures

## **Common Sense**

We have taken measures to make the cabin safe for you and your family. Please remember that some cabins are on the edge of the mountain, some are next to water and some in the woods. Please use your common sense to be aware of this environment. Mentone Cabins and the owners cannot be responsible for any unnecessary risks that you or your family might take. We trust that you will enjoy the area with all the exciting places to discover, the mountain edge, lakes and ponds, Little River and the woods. Be alert and be safe. Have a great time visiting us.

## **SMOKE Free-VAPE Free**

ALL CABINS are SMOKE FREE-VAPE FREE. Violation of the SMOKE FREE policy or the NON-PET POLICY in NON-PET CABINS will result in an additional cleaning fee not less than \$200.00.

ANY EVIDENCE OF SMOKING OR PETS WILL RESULTS IN CHARGES.

If we need to pick up cigarette butts on the property after your stay, an additional cleaning fee of no less than \$300.00 will be assessed. This is littering. Pictures will be taken, and guest will be addressed.

## **Maintenance**

Unfortunately, appliances, air conditioners, refrigerators, televisions, hot tubs, and so forth occasionally malfunction. We cannot guarantee them to perform 100% of the time. We do however; guarantee to correct the problem IF WE CAN as soon as possible DURING NORMAL BUSINESS HOURS.

Heating and air conditioning issues are of an emergency type issues.

Please remember if you call as early as possible (9am) we can work out a resolution faster.

When you arrive and find something is not working, please notify the office ASAP! 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. Sometimes, specified maintenance repair such as hot tub issues we often must schedule ahead of time and wait to have repairs done. In your check in procedures we will give you an after-hours emergency number to call or text to. If you call after hours to report something and it is a true emergency then you will be contacted back ASAP, if it is not a true emergency and it can wait to business hours, then you will not be called back till the following day.

## **Hot Tubs**

Please remember there are certain health risks that are associated with using a hot tub.

Our staff drain, sanitize, refill and replenish chemicals in all tubs prior to your arrival therefore it may not be warm till later that evening, especially if your arrival backs up to someone checking out the day you are checking in.

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; you will be charged for replacement.

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. We are not responsible for any jewelry or clothing damage if worn in the hot tubs.

## **Guest Financial Responsibility**

Guest(s) understand they are solely responsible for any property damage, accident, injury to any person (s) or loss sustained by any person, including loss of money, jewelry and other items of personal property, arising out of or in any way related to Guest(s) use of the premises or the items of personal property provided by Mentone Cabins Realty, LLC on behalf of the owner at Guest(s) request. Guest (s) should inspect cabin and familiarize their cabin upon arrival and report any missing and/or broken items so as not to be charged for them. In the event of litigation for any reason, all attorney's fees and court costs will be paid by the Guest. An inventory of the cabin is taken prior to check in and check out, Guest(s) assumes all responsibility for all damages, missing items and excessive cleaning during their stay. Mentone Cabins is not responsible for lost or stolen items. If any item is left at a cabin it will be returned to the rental office and is the responsibility of the guest(s) to notify the office of such items and will be returned at the guest(s) expense.

## **Bugs/Pests/Animals**

Although we do perform regular pest control on all our cabins, most of our cabins are in a wooded, mountainous environment, and we do not guarantee them to be free of all pests, bugs or animals.

Wasps, ladybugs and other insects sometimes affect rental units. We cannot offer any compensation for the presence of pests, bugs or animals.

We also ask that all Guest(s) respect nature and suggest that you do not feed the wildlife.

Often time's owners in the area let their personal dogs and cats run free and unattended. Like most domesticated animals, they will gather at places where there is someone around to give them attention. PLEASE try not to feel sorry for them, feed them, and bring them into the cabins because of yours or the tender hearts of your children. We understand this is hard, but we cannot have strays lurking around. We will do our best to contact animal control but that does not guarantee the wandering animal will get the care it needs and deserves.

### **Cancellation**

Fourteen (14) calendar days, two weeks.

\*Reservations cancelled prior to the stated cancellation time frame are subject to an administrative fee of \$50.00 which will be deducted from the initial credit card charge made to confirm the reservation.

\*Cancellations not within the stated cancellation time frame will result in forfeiture of the first night in advance and guest will be charged for balance due.

\*All requests for cancellation must be emailed in writing to [carolyn@mentonecabins.com](mailto:carolyn@mentonecabins.com) prior to the expiration of the fourteen day cancellation time frame.

### **Date changes**

Requests to change dates need to be in writing to [carolyn@mentonecabins.com](mailto:carolyn@mentonecabins.com) prior to the stated fourteen cancellation time frame,

Dates can be added if available prior to and after the stated cancellation time frame, but not dropped.

### **Discounts and Refunds**

No discounts, to include those noted below or buy one get one free certificate may be used during the month of October or any CALENDAR holiday or Mentone area festival time frame.

Pre-paid gift certificates are good during at any time during the time frame specified on the certificate.

Return guest discount are usable at ANY TIME! We need to be able to track name and dates of previous stay in our data base for returning guest discounts to be applicable.

\* AAA, military, police and fire fighter, first responder-medical discounts of any kind are subject to and accepted only with a clear scanned copy of employment status card to [carolyn@mentonecabins.com](mailto:carolyn@mentonecabins.com).

\* The discount card must include name of employee, name of organization where employed, dates of employment term period.

\* The military/fire fighter/police/first responder discount is five (5%) percent; AAA discount is five percent as well.

\* We cannot accept AARP.

\* Only one discount is applied per one rental per visit.

\* All discounts are subject to a two or more-night minimum stay.

\* There will be no weekday discounted rates during the holidays.

\* All discount information must be in place at reservation time frame and prior to cancellation time frame to be considered.

\*Holiday time frame includes the two days prior to a calendar holiday, and two days after a holiday and may include the holiday itself.

\*The week between Christmas and New Year's is considered all holiday time frame.

\*There will be no refunds after the stated cancellation time frame has expired.

\*We are not able to refund unused days or portions of a pre booked stay where for some reason or another due to illness or any other guest related issue that would force or that would facilitate a guest leaving early and not staying for the entire amount of time previously booked for.

### **Reservation Procedures**

\*A major credit VALID card is necessary to secure reservation. AEX, MC, VISA, Discover

\*We will make every effort to contact you should the card provided not process for some reason or another. .

\*Key code will be sent after the balance is cleared and will be sent normally the week of reservation.

All retreats, conferences, weddings and group party type functions are important to us as well as single cabin rentals.

Management reserves the right to assess an additional function/party cleaning fee on all group functions of no less than \$350.00 for additional cabin cleaning, as well as extra trash and debris pick up. Should the neighbors call regarding "party noise," we will address.

### **Bad Weather**

Inclement weather issues, natural disasters, acts of God, all are out of our control. We are not and will not be responsible in case of bad weather and should the weather or road conditions be non favorable to fulfilling the agreed

upon reservation. We will take into consideration poor road conditions but cannot guarantee that any refunds can be given due to weather issues.

**DEATH. SICKNESS,** last minute unplanned OPERATIONS or other real life issues out of any one's control do happen; the down time or "real live" time a secured reservation has had online due to internet booking at reservation inception, taking it off the open availability calendar online often time severely limits the ability to rebook the cabin again at short notice.

We are a small business, not a large motel/hotel chain and cancellation of any kind affect us monetarily.

We try to be sensitive to the needs of others when real life issues affects a reservation; we will do our best to work with you should a real emergency occur, but cannot guarantee that guest will not be held responsible for cabin charges if a cancellation occurs after the stated cancellation time frame.

### **Pets**

Pets are allowed in SOME cabins, not all of them. It is mandatory that you inform us that you wish to bring a pet.

Please use the "Note" section when you are making your online reservation.

A maximum of 2 pets is allowed. There is a pet fee of \$100.00 required in order to help offset the additional cleaning, extra vacuuming, getting rid of pet hair as well as chemically sanitizing of the cabin.

If you do not disclose your pet at the time your reservation is made, a \$200 fee will be charged to you.

Evidence of a pet is by either seeing or hearing the pet, discovering pet hair, pet food, etc. in the cabin after you leave.

If you bring any pet to a "No Pet" or non-pet friendly cabin, you will not only be charged a \$200 fee, you will be asked to leave immediately and no refund will be given to you.

Please be respectful of others and dispose of your pet's "business".

Should your pet cause any damages to the property, we reserve the right to charge for damages.

Pets must be kept on leash while being walked or left outside.

### **Privacy Policy**

We respect and are committed to protecting your privacy. We will not sell your personally identifiable information to anyone.

### **Hold Harmless**

Lodging facility owners, management and employees are not responsible for accidents, injuries, or losses of any kind.

As a condition of your received lodging, you agree to hold facility owners, management, employees harmless from all bodily injury and/or personally property damage incurred.

Our mountain environment can be extreme and unforgiving.

Please exercise caution, be respectful and respectful of our natural setting and of others who visit it.

### **Outside Lock Box**

Should lock box be lost, damaged or removed from property a \$100.00 fee will be incurred.

Please leave the key inside of lockbox upon departure and PLEASE do not lock KEY OR LOCKBOX inside of cabin when departing.

If you cannot re-secure the lock box, please call and let us know so we can arrange to lock the property.

Thank you for all of your help relative to the above.

Mentone Cabins Realty, LLC