

Check in time: 2:00 p.m. or earlier upon approval

Check out time: 10:00 a.m. or later upon approval

Policy changes may occur without notice. The person paying for the cabin rental and/or the person signing these policies are responsible for showing these policies to each individual in your group prior to arrival. Each individual's agreement to and acceptance of these policies is indicated by each individual's arrival on the property.

Call 931-592-3344 for any questions.

1. Reservations:

- a. **Deposit:** A 50% deposit (that is, half of the total price of your visit, including tax) is required for all reservations. This reservation deposit must be received at least 20 days prior to your arrival date. Visa, MasterCard, American Express (via Pay-Pal), personal check, or cash is accepted. If the above 20-day condition cannot be met, the reservation deposited will be collected at the time the reservation is made using a credit card.
 - b. **Guarantee and Our Policies:** All reservations are guaranteed once the deposit is received. We will send you a confirmation letter once we receive your reservation deposit. A copy of Pineridge Ranch Cabins policies is sent with each confirmation letter. Please read all of our policies thoroughly. By arriving here at Pineridge Ranch Cabins, you and each member of your group agrees to accept all terms and conditions of our policies. The individual responsible for the actions of the group will be asked to sign a copy of our policies upon your arrival. Thank you in advance for your understanding and patience.
 - c. **Date Change:** We can switch you reservation to another date if a cabin is available on those days and if you notify us of this change at least 20 days before your scheduled arrival date. If your arrival date is less than 20 days away, we are unable to make the change.
 - d. **Shorten or Lengthen Stay:** If you shorten or lengthen you stay (to shorten you reservation the change must be made at least 20 days before your scheduled arrival date) you may owe additional money or we may be able to refund some money, it all depends on the dates and the number of days. Please call for more information at 931-592-3344.
2. **Minimum Age:** You must be at least 18 years old to rent a cabin.
 3. **Minimum Stay:** There is a minimum stay of two (three during holidays) consecutive nights per cabin, per visit.
 4. **Maximum Occupancy:** Four people
 5. **Refund:** Your reservation deposit will be refunded in full if your entire reservation is canceled at least 20 days before your scheduled arrival date. Sorry, we cannot refund any amount if we are notified of a cancellation or partial cancellation less than 20 days before your scheduled arrival date, unless we are able to fill you vacancy. (An example of a partial cancellation: Your reservation was made for 5 days and you would like to change that reservation to 4 days.)

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6. **Arrival:** A Loc-Box will be on the front door handle with the key inside. Please call at least the day before your arrival to receive the combination to the Loc-Box. (931-592-3344, 931-235-6380, 931-235-6381) You will find the office located at 522 Dogtown Rd., Coalmont TN 37313 (same as cabin location)
7. **Registration:** All guests must be registered prior to an overnight stay. If a late arrival has been previously approved, please register with us the following morning.
8. **Payment:** US funds required. You may use cash, credit card, personal check (personal check may only be used if final payment is received at least 30 days prior to your date of arrival) to pay your reservation deposit and final payment. The remainder of your bill can be paid with credit card 4 (four) days prior to your arrival or in cash upon arrival. Your driver's license number will be taken with all forms of payment upon arrival. Full payment is due upon arrival. You will be charged an additional \$30.00 for any returned check plus any additional costs of collection.
9. **Tax:** All Rentals Are Subject To TN Sales Tax Of 9.25%.
10. **Pets:** Sorry, no pets are accepted at this time. If we discover a pet has been "snuck in" during your stay, the entire group will be asked to leave immediately without a refund of any type. If we discover this after you leave but before the next group arrives, the individual who made the reservation, signed the policies, and/or the paying party (person named on the credit card or check) will be held responsible and will be charged (credit card will be automatically charged) and/or billed a \$200.00 pet policy violation fee.
11. **Cleaning:** The cabins are cleaned thoroughly before your arrival. As a **strict** rule, the hot tub is thoroughly cleaned and stocked with fresh water before each group's visit.
12. **Lost Items:** The cabins are thoroughly cleaned after your departure. If you have left any item(s), let us know as soon as possible. Make sure the office has your phone number and address prior to your departure. If we find something we think you may have left by accident, we will contact you. Please contact us immediately to inform us of any lost items.
13. **Damage/Missing Items:** The individual who made the reservation, signed the policies and/or paid for the reservation is responsible for the replacement cost(s) of any and all damaged or missing items (both referred to as "losses") belonging to Pineridge Ranch Cabins. Notify us of any and all losses caused by you or any individual in your group. If a loss is discovered during your stay or after your group has left but before the next group arrives, the individual who made the reservation, signed the policies, and/or the paying party (person named on the credit card or check) will be held responsible and will be charged (credit card will be automatically charged) and /or billed for the replacement costs of those items.

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14. **Smoking:** Smoking is permitted outside of the cabins only. Our cabin has a covered porch and an open deck for your convenience. Please dispose of all cigarette/cigar butts in the ash trays provided in those locations. We must keep the grounds and woods litter-free for the enjoyment of all of our guests. If you choose to use your own ashtray, please do not bring it/them inside the cabin. If anyone smokes inside the cabin and it is discovered during your stay or after your group has left but before the next group arrived (easy to detect) the individual who made the reservation, signed the policies, and/or the paying party (person named on the credit card or check) will be help responsible and will be charged (credit card will be automatically charged) and/or billed a damage fee of \$200.00.
15. **Liability:** Each person who arrives on the property does so at their own risk and accepts full liability and responsibility for that risk and whatever occurs to them while they are on the property. Each child who arrives on the property must have a guardian and that guardian accepts full liability and responsibility for the care and welfare of that child. The property owners cannot be held liable or responsible for harm to you or other individual(s) from your carelessness, the carelessness of the individual harmed, or the carelessness of others. The owner cannot be held liable or responsible for any harm or damage caused by acts of nature or God. Each person who arrives on the property accepts full responsibility for their own actions and agrees to be liable and responsible for those actions. Each person accepts full liability and responsibility for their own possessions.
16. **Rates:** Call for the most current rate schedule.
17. **Grounds:** **DO NOT** throw food or other waste on the ground around the cabins or in the woods. Keep the grounds and woods litter-free for the enjoyment of all. Food on the ground around the cabins attracts unwanted pests.
18. **Hunting:** **Absolutely** no hunting is permitted on the property.
19. **Fires:** Adjacent to each cabin, there is a stone fire ring specifically designed for campfires. Wood has been provided for your campfire, however if more is needed, please use the branches on the ground from the surrounding area. **DO NOT** remove branches from live trees. Please keep your campfire within this ring and under control at all times. ***NEVER*** leave the fire unattended, even for a few minutes. **ALWAYS** extinguish the fire completely with lots of water each time you are finished with it. **DO NOT** build a fire in windy conditions or if windy conditions threaten to occur. Even the most carefully guarded fire can “escape” by one floating ember landing in a tree or on dry leaves. Wildfires are dangerous and **EXTREMELY** difficult to control in mountainous regions. Lives and property are frequently lost in wildfires.
20. **Behavior:** A behavior policy is necessary even though we have never had any problems nor are we expecting to have any problems. Guests are required to depart immediately at the owner’s request if the owner determines the guest’s behavior is “unacceptable”. Unacceptable behavior includes but is not limited to violence, verbal or physical abuse, inconsiderateness, not heeding the owner’s requests or policies, act or acts that threaten the safety of others, loud music or any repetitive noise that bothers other guest or the owner, public intoxication, annoyance of other guest, and bringing any unauthorized animal. There will be no refunds of any amount if you have to be asked to leave.

I have read and understand both of the policy pages and agree to the terms and conditions herein. Person responsible for the group:

Date: _____