

# Cedar Creek Cabin Rentals – Rental Terms and Conditions

- **Office Hours: M-F 10a.m. to 6p.m; Sat 10am to 5pm; Sun – on line bookings only**
- **770-755-5030** is your 24/ 7 [Quick question](#) automated line. This converts your verbal questions to a written text and sent directly to our agent. Save time and help us be efficient. Your answers will be delivered during office hours.
- Phone: (770) 952-4130 or (706) 865-9086 – local call from cabin
- Fax: (404) 963-0444
- Email: [info@cccabins.com](mailto:info@cccabins.com)
- Mailing Address to send money orders or cashier's checks **Cedar Creek Cabins; c/o Jennifer Wofford; 572 Bethel Rd., Talking Rock GA 30175** **\*Please note: cashier's checks and money orders must be received by or before 7 days prior to arrival date. Personal checks must be received no later than 21 days prior to arrival date.** Reading and signing this form saves you time. Most other cabin rental companies require you to drive to an office (more gas) and wait (more time) to pick up your key and provide a document like this. They also charge more if you come in after their office hours. We think it is much better for you to have this process complete prior to your vacation. We think you would agree. Thank you for choosing Cedar Creek Cabins. Please review and print out the Terms and Conditions attachment, scan and email back OR take a photo from your cell phone and email back to [info@cccabins.com](mailto:info@cccabins.com). You may also sign and fax it to 1-404-963-0444. If you have any questions or concerns, please address them prior to your arrival. You may contact us by phone or by email.
- **What to Bring: Please see below "prior to arrival":**
- **RESERVATION CHANGES/CANCELLATION POLICY**

[Accidental Damage Protection plan](#) covers unintentional damages to the rental unit interior that occur during your stay, provided they are disclosed to management prior to check-out. The policy will pay a maximum benefit of \$1500. Any damages that exceed \$1500 will be charged to the credit card on file. If, during your stay at one of our Rental Properties, an Insured Person causes any damage to real or personal property of the unit as a result of inadvertent acts or omissions, the Insurer will reimburse the Insured for the cost of repair or replacement of such property up to a maximum benefit of \$1500. Certain terms and conditions apply. **Note to Guest: This coverage does not pay for towels or sheets. These items will be charged to the guest if there are stains when you leave.** Full details of the Accidental Damage Protection coverage are contained in the Certificate of Insurance or Insurance Policy that will be emailed to you shortly after your reservation. The Security Deposit Protection can be purchased up to, and including at, check-in. **By submitting payment for this plan, you authorize and request CSA Travel Protection and Insurance Services to pay directly Cedar Creek Rentals, LLC. any amount payable under the terms and conditions of the Accident Damage Protection.**

*Please contact Cedar Creek Cabin Rentals directly, if you do not wish to participate in this plan or assignment.*

[Optional Travel Cancellation insurance](#)- This is in the event you had to cancel your reservation at any point prior to or during your stay as well as many other benefits that you would have during your trip. This would give full reimbursement and other benefits, during your trip, for a covered event. Click on link for advantages:

[https://secure.cedarcreekcabinrentals.com/rms/websitefiles/330CSA-GP%20Why%20Buy%20Flyer%2011051\\_020111.pdf](https://secure.cedarcreekcabinrentals.com/rms/websitefiles/330CSA-GP%20Why%20Buy%20Flyer%2011051_020111.pdf)

Please read the literature as certain exclusions do apply:

<http://www.vacationrentalinsurance.com/certpolicysubmit.do?jsessionid=84F0740004794D0BE280963C24872244>

Should you **not** elect to have Travel Cancellation insurance, the following is our cancellation policy: Any cancellation 14 days or more before arrival will result in a full refund, less a \$25 transaction fee. Cancellation 13 days or less from arrival will result in forfeiture of the 50% deposit or **100% if 7 days or from your arrival**. Please call to cancel a reservation. Please **DO NOT** rely on email to make a cancellation. A phone call to your quick question line will also suffice. Travel Cancellation insurance is advised. As of 2/24/2011, we now offer cancellation insurance at a very reasonable rate, therefore, we will no longer be able to apply your cancelled reservation toward another stay unless that was agreed upon prior to this date.

- Please note that if there is any need **to change a reservation** after the initial reservation has been made, the following must occur: 1) Call and see if it is possible to make a change. 2) Scan or take a picture of the rental agreement and email **or** fax in a new rental terms with the change of dates shown.
- **Number of guests**- Please be sure your reservation was made with the correct number of guests. We strive to be 'green'. We only provide enough towels for the total number of guests. With more guests there are additional per guest charges due to our cleaning staff must launder extra towels, linens and use of beds. Please put the proper number of guests on your reservation and do not exceed the maximum per cabin. Not doing so could result in being asked to forfeit your reservation without refund. If you have made a mistake on the reservation. Please email us the correct number of guests.
- **Your reservation is secured only** after you have signed and returned these rental terms, and we have received them, within seven days of the day that your reservation was made. Failure to do so may result in cancellation of your reservation. **Late bookings (reservations made less than 7 days prior to the intended arrival date) must have their signed terms to us no later than 24 hours after booking.** If you have any problems or questions please don't hesitate to contact us via phone or email.
- **Refunds for early departures** are not given under any circumstance unless you purchased travel cancellation insurance. A full refund will be made if you have secured your optional Travel Cancellation insurance.
- Upon completion of your reservation a 50% deposit will be charged on your credit card.
- The card we have on file will be charged 7 days prior to your arrival unless you notify us different. All reservations must be paid in full 7 days prior to arrival.
- If your reservation has been made less than 7 days before arrival, we will charge the full amount to your credit card. Using a 2nd credit card is ok, you will need to call our office to provide this information.
- Your balance may be paid with a cashier's check/money order, but it must be received at least 7 days prior to your arrival. **Personal checks must be received 21 days prior to your arrival date.** If we have not received payments on time, the balance will be charged to the credit card on file.
- Please be aware that for any final charges, which are declined, we provide 24 hours to resolve the situation. If we are not able to complete the transaction after 24 hours, or if we have not received verbal notification from the guest that they are working toward a resolution, the reservation will be cancelled. No refund will be issued for any portion of the booking, which has already been paid. This is for bookings made in advance.
- For late bookings (reservations made less than 7 days prior to intended arrival date), we must be able to run the final balance immediately. There is no grace period for declined payments for late bookings, so please be certain that the payment method you have provided will cover the entire cost of your booking.

## PRIOR TO ARRIVAL

Be sure you print out or keep on your phone the directions to your cabin (see directions tab on our web site) before you depart. Please note that MapQuest, Google Maps, etc. and in-car navigation systems usually will NOT get you to the exact location of your cabin.

Please be advised that our cabins are more like your home, away from home, and are not set up to operate like a hotel. We provide a starter supply only of trash bags, toilet paper, paper towels, dish soap, and hand soap. **We also provide one towel set** and linens for each guest (up to the posted maximum for the cabin). Please bring all other personal toiletries, hand soaps, and shampoo. All of our cabins (except Bella Vista, Rest & Relaxation, Couple's Retreat and Bear Affair) do have washers & dryers for your use. Should you require extra items or for your cabin to be cleaned during your stay, this service could be provided upon request, for an additional fee. To provide a turn down service of sheets/linens and replenish supplies would be approximately \$50. Please let us know in advance so we can plan this during your stay. If you are staying more than 3 days and would like for us to come out and bring extra towels, refresh the hot tub and take the trash, we will do that for a fee of \$35. Please initial below for that service.

You will receive your lockbox code about one week prior to your arrival, **but only** after you have signed these rental terms and we have received them. The lockbox contains your key and is located at or on a post at the front door of your cabin. This allows you to drive directly to your cabin to obtain your key on your arrival date (please leave key in lock box when you check out).

## ARRIVAL/CHECK-IN

- Check in is at 4:00 p.m. **Absolutely NO early check-ins.**
- **Firewood:** Cedar Creek Cabins does not supply firewood. We do have a third party firewood service that you can contact that can deliver at a similar rate of any local store. There may be a minimum bundle requirement. Please text Bob the firewood guy at 770-718-8180 for more information. He will meet you at the cabin with good burnable wood. The wood must be paid cash on receipt to Bob. Bob may also help you (for a small fee) to be sure to get the fire started using fire starter logs.
- Guests must check out by or before 11:00 a.m. Guests not departing on time will be subject to an additional fee. In order for our next guests to check in on time, we must be able to start the cleaning process promptly at 11:00 am. This same rule applies to the previous guests so you will be able to check in on time.
- Renter must be at least 21 years of age to reserve and check-in.
- Please go through the cabin upon arrival to be sure that everything is in order and you understand how to operate the hot tub, TV, DVD, satellite, etc. The music should be on the TV upon arrival.
- For your protection, hot tubs are drained, refilled and sanitized before guest arrival. Please note that it takes between 4 and 6 hours for a hot tub to heat back up to operating temperature. Although we make every effort to drain and refill hot tubs as early in the day as possible, **there may be instances where a hot tub will not reach operating temperature until as late as 10pm on the date of your arrival.**
- In the event that maintenance issues arise during your stay, we will come out promptly during our office hours, however we advise to call 24/7 to the "quick question" line at 770-755-5030. This will be the fastest way to get our attention and is routed to the proper maintenance staff during our regular office hours. Please note that the phones provided in the cabins can only be used to make local calls – if you need to contact Cedar Creek Cabins with your cabin phone you must call (706) 865-9086. We will respond to all problems as soon possible and request that all problems are brought to our attention as soon as they arise. We must be given an opportunity to rectify any problems during your stay.

- For cabins with high speed, wireless internet access: Access codes are usually provided in the lockbox code email and/or the cabin manual. Our agents will be happy to provide additional information during office hours. Please note that it is the guest's responsibility to tie their computer into the network.

**If maintenance is dispatched to help with computer issues, there will be a \$25 service charge for any problems not related to a faulty router/modem.**

**In the event of an emergency, call 911. While power outages are out of our control, we would appreciate notification.**

## CONDITIONS

*Not adhering to the terms and conditions below may result in additional charges which are not covered under the security deposit protection plan. In some cases, it may lead to dismissal from the property without a refund.*

- If you intend to bring your **pet**, please be sure the cabin you are renting is listed as pet friendly or call if you have a question. Pets must be disclosed at time of reservation. There is a 2 pet maximum and a pet fee of \$25 per pet. All pets must be on a leash outside the cabin. All pet owners are required to pick up any pet waste near the cabin, and clean up after their pet in the cabin. Any excessive cleaning required due to pet hair, etc. may result in an additional charge. Pets must be crated when left alone inside the cabin -- service personnel will not enter if there is an unattended pet.
- You are responsible for **cleaning up** your own kitchenware/dishes, grill and fireplace prior to departure. Please put ashes in the fire pit if available. IF there is no fire pit, leave the ashes in the fireplace. You are requested to leave the premises reasonably clean condition upon departure. Additional cleaning fees may be added if excessive cleaning is required.
- You will be held responsible for any **un-removable stains** (clay, makeup, etc.) or damage caused to towels or linens at a cost of \$10 per towel and \$25 per sheet.
- **Trash:** On departure please take all trash and place in a trash bag and leave in the trash cans provided outside the cabin.
- **Smoking is strictly forbidden inside the cabins.** The smoke adheres to the wood and leaves a bad smell for our future guests. If you choose to smoke **outside** your cabin, please use the ashtrays that are provided. Please also be sure to smoke in such a location that your smoke does not drift inside through doors or windows. You are responsible for emptying ashtrays prior to departure (make sure all butts are completely extinguished). **Any cigarette smoke smell inside the cabin will result in an additional \$200 charge. Keep all windows and doors closed if smoking outside the cabin. Smoke can seep back inside.**
- Please respect your neighbors and keep the **noise level** down between the hours of 10:00 p.m. and 8:00 a.m.
- Shooting **guns** at the Cedar Creek Cabins development is prohibited.
- Flushing **sanitary napkins** down the commode will result in major damage to the septic system. A minimum \$250 expense to repair the septic system will be added to your rental fee.
- You are responsible for cleaning your own **grill** after use. If the grill is not cleaned upon your departure, you will incur a \$15 cleaning fee.
- **Any items that are damaged** during your stay due to negligence or carelessness will be billed (to the credit card on record) for the cost of the replacement and the labor to repair.

- **Bad weather** can cause problems such as loss of power and water. We cannot be held responsible for weather related problems. Travel Cancellation insurance prior to your departure is advised if this or any other concern you have of a possible cancellation.
- We will do our best to resolve any **maintenance issues** that may occur. If the problem cannot be resolved in a reasonable amount of time, you will have the option to move to another cabin if available.

If no other cabin is available, you may leave the cabin and not be held responsible for future rents. No refunds for nights stayed will be given.

- **Lost or misplaced keys**- There will be a \$35 fee assessed for lost or misplaced keys. Please understand that due to the rural setting, it could take as much as an hour of drive time to simply meet you at a cabin or to replace the key. This costs time and gas to help you with this mishap.
- **ITEMS LEFT BEHIND** If you leave any items in your cabin we will be happy to return them for the cost of mailing plus a small

fee. Please check carefully before leaving the cabin. Cedar Creek Cabins is not responsible for lost or stolen items.

## **LIABILITY**

Renters shall hold Cedar Creek Rentals, LLC. harmless and indemnified from and against all loss or damage occasioned by use, misuses or abuse of any part of or fixture on the premises, surrounding areas and from or against any omission, neglect, or default of the Renter, his/her guests or invitees. The Renter acknowledges that Cedar Creek Cabins, LLC is acting solely in the capacity of Agent for the property owner and assumes no liability hereunder. CCCRA0208/R8

# PLEASE FILL OUT COMPLETELY, SIGN AND RETURN

I have \_\_\_\_ pets and consent to the \$25 fee per pet. No cats please. **Please note:** Not all cabins are pet friendly. If you are unsure, please check the amenities list for your cabin on our website or contact our office.

Extended Stays more than 3 days: I WOULD/WOULD NOT like to pay the additional \$35 for a service call to bring new towels, refresh hot tub and remove the trash. If I opt for this service, I would like for you to come out on (date)\_\_\_\_\_.

I \_\_\_\_ understand that if maintenance is dispatched to help with computer issues, there will be a \$25 service charge for any problems not related to a faulty router/modem.

We love being efficient and to be able to respond quickly to your questions. We now have a 24/7 quick question line for our customers that have a booking in the future or are currently at one of our cabins. Please use this line to leave a message that will be quickly converted to text and be sent to our agents. Your answer will be texted, emailed or a phone call back during our normal business hours. Our agents are committed to responding quickly to these questions.

I \_\_\_\_ (please initial) will use my dedicated “quick question” line for those “quick questions” that come up before and during my stay. [770-755-5030](tel:770-755-5030)

I \_\_\_\_ (please initial) am aware that in order to allow sufficient time to ready the cabin for the next guests, **checkout time is by 11 am** and guests still occupying their cabin after 11 am are subject to an additional fee for late departure (as stated above).

I \_\_\_\_ (please initial) will be held responsible for any **un-removable stains** (clay, makeup, etc.) or damage caused to towels or linens at a cost of \$10 per towel and \$25 per sheet.

I \_\_\_\_ understand that refunds for early departures are **not given under any circumstance** unless you purchased travel cancellation insurance. A full refund will be made if you have secured your optional Travel Cancellation insurance.

I \_\_\_\_ (please initial) agree to contact (770-755-5030) if an issue arises that is not in accordance to our rental agreement. This message will be forwarded to cleaning or maintenance promptly and handled during office hours. PLEASE do not call after your trip is complete and expect compensation. On occasion, things do happen and we are committed to take care of issues that arise promptly. Cedar Creek Cabins strives to uphold the highest standards for cleanliness and repair. It is best to go through the cabin at arrival to be sure everything is in order and if not, report immediately, so that we may have an opportunity to remedy the situation. WE must be contacted to resolve any issues. Calling us after your stay does not help us correct the issue so please do call if there are issues that are not in accordance of our rental agreement.

I agree that I have read and in agreement to all of Cedar Creek Cabins policies and sign this agreement for all guests staying in my cabin and am aware of the fact that a failure to comply may result in being asked to leave the cabin without a refund.

PERSON WHO’S NAME THE RESERVATION IS UNDER:

Print Name: \_\_\_\_\_

Sign Name: \_\_\_\_\_

CREDIT CARD HOLDER (required if different from above):

Print Name: \_\_\_\_\_

Sign Name: \_\_\_\_\_

Today’s Date: \_\_\_\_\_

Print (legibly) email address: \_\_\_\_\_

Dates of stay: \_\_\_\_\_

Name of Cabin Reserved: \_\_\_\_\_

Please fill out and sign, scan or take a picture from your phone and email to [info@cccabins.com](mailto:info@cccabins.com) OR fax to (404) 963-0444.