

Alpine Mountain Chalets

Rental Policy

DEPOSIT & CANCELLATIONS

A deposit of one-half of your total rental is required as a reservation deposit. NO Personal checks will be accepted. We only accept money orders, travelers checks, credit cards or cash. All deposits are non-refundable, no exceptions. Should you need to change your dates, you can reschedule your reservation any time without penalty, as long as the change is processed at least 14 days prior to your arrival date. Please keep in mind that our rental rates fluctuate significantly depending on the dates, the modified reservation might be different than your original reservation amount. If the reservation is cancelled more than 14 days from your arrival date, we will hold the deposit for one year for you to apply to any future booking. If the cancellation is less than 14 days from your arrival date, the deposit is forfeited. Advance reservation deposits are not held in an escrow account regulated by the Tennessee Real Estate Commission.

CHECK IN & CHECK OUT

Keys & maps will only be issued to the registered guests. Balance must be paid in full upon arrival, check-in is 3 p.m. Please do not ask us to check in early, in many instances the homes are cleaned just prior to your arrival, if we let guest check in early we have no way to insure the unit will be ready. Our office hours are currently 9:00am – 9:00pm Mon. – Sat. and 2:00pm – 6:00pm on Sundays. Guests arriving after closing time will have a welcome package (including key or key code and map to your cabin) waiting for them in our late arrival box just outside the front door of our rental office. All late arrivals must be paid in full so please call the office to make arrangements prior to closing time. Late arrivals must leave a signed copy of this agreement in the key drop box. You will be expected to place dishes in the dishwasher, trash in the receptacle and then make sure the cabin is secure before departing. All keys must be returned to our rental office by 11:00am on the day of check out. If the key is not returned in a timely manner the guest may be charged a \$25 charge for changing the lock. If your unit has a keyless entry, all you need to do is call the office and notify them of your departure. **Please Note – The office is closed on CHRISTMAS DAY (DEC. 25). All check-ins must be pre-paid and welcome packets will be left in the late arrival box just outside the front door of our rental office.**

WEATHER & DRIVING CONDITIONS

Most of our units are easy access on paved streets. Though significant winter storms are rare, some units may require 4 wheel drive and/or tire chains during winter storms. We have units located in the mountains, roads in the mountains can be difficult during any season. Road surface conditions are not guaranteed at any time. Please ask about the road condition of the unit you are interested in when making reservations. No changes or refunds will be given for fear of curvy or steep roads. There are no refunds given due to weather. We do not provide transportation or take responsibility for towing service. Once you arrive and have checked into your unit, we are unable to change units or offer refunds if weather changes.

LOST & FOUND

We are not responsible for lost or stolen items. Please check your unit thoroughly prior to your departure for any personal belongings. We are not responsible for items left behind. If you notice you have left an item behind, please call our office and every effort will be made to locate the item.

Rental Policy

SMOKING POLICY

Please no smoking in the cabins. Containers are provided on the porches for remains of smoking materials. A fee of \$100.00 will be charges if a guest is found in violation.

CRITTERS & WILDLIFE

Please remember you are in the mountains. Each unit is professionally treated for pest control on a regular basis. Occasionally a few critters could make their way back inside. In these rare instances, no refund will be given. In such a case, notify the office, and we will make every effort to solve the problem in a timely manner. Please do your part by keeping windows and doors closed and all food and trash inside or in the appropriate outside receptacles.

OCCUPANCY & HOUSEKEEPING & AMENITIES

Please limit occupancy to the cabin maximum and adhere to pet and smoking preferences of the cabin. In the event of damages or extra cleaning requirements, additional charges may be applied. Linens and towels are provided along with basic kitchenware and utensils. A starter supply only of soap, dishwashing detergent, toilet paper, trash bags, and paper towels will be provided. Upon arrival, please report any damages, shortage of supplies, or housekeeping issues immediately. We will do everything we can to make sure your cabin is ready for your stay. It is our mission to provide you the cleanest cabin in the Smokies so that you will become a repeat guest. However, there are rare occasions where your cabin might not be fully presentable by 3 p.m. or your hot tub won't be warm until later in the evening. In addition, from time to time, appliances, hot tubs, satellite TV, water, electricity, etc. will break down or malfunction. While we cannot refund any monies due to these issues that may be beyond our control, we will respond as quickly as we can to make repairs and restore amenities. On rare occasions, properties are sold and management responsibilities transferred, under these, and similar circumstances, reservations may be moved to a similar property. Gas fireplaces are seasonal amenities and may not be available for use during the summer.

SWIMMING POOLS, HOT TUBS, WHIRLPOOL TUBS and SAUNAS

Some units come with access to swimming pools. There are no lifeguards on duty and swimming is at your own risk. We ask that you please bring your own towels to use at the pool. Most of our units have outdoor hot tubs, Jacuzzis or whirlpool baths. There are certain health risks associated with the use of these amenities. Each registered guest is responsible for informing their guest of the possible risks. Each hot tub is sanitized and serviced for correct chemicals after each guest departs. Hot tubs are for enjoyment only without the use of normal bathing products (soap, shampoo, bath oil, etc.). Hot tub covers are to be kept on hot tubs at all times unless hot tub is being used. **DO NOT SIT, STAND ON OR MISTREAT** any hot tub cover. A **\$350** charge will result in any damages done to hot tub covers. Consult a physician if you have questions or concerns before the use of a hot tub, Jacuzzi, sauna and/or pool. You may call the office during regular business hours with any questions you may have concerning your hot tub. Physicians strongly discourage pregnant women from using a hot tub.

Alpine Mountain Chalets
Rental Policy

MINIMUM STAYS

Some seasons will have minimum night requirements depending on availability. Exceptions will be made if nights rented fall between two other reservations and the minimum is not possible. Please call our office for availability.

PAYMENTS

One night's rent with a major credit card required to confirm a reservation, an imprint of the card used will be required at check-in. If cardholder will not be present at check-in we must have a copy of their drivers' license and credit card (both sides) upon arrival. We do accept personal checks for a deposit as long as the reservation is booked at least 15 days prior to arrival. Cash, major credit cards, travelers checks or money order will be accepted at check in for the balance. We do not accept personal checks for the balance at check-in, if you need to pay the balance with a personal check please mail us the balance 15 days prior to your arrival.

DAMAGES

I accept full responsibility for any damages, phone charges, satellite or cable TV Pay Per View charges, extra cleaning required due to abusive behavior or accidents. I will either pay a \$200 cash deposit and/or authorize you to charge my credit card for any and all damages or costs associated with the listed items above. If the card will not accept the charges then payment in full for charges will be due immediately. If I pay a cash deposit, I acknowledge that if expenses for damages exceed my deposit then I will be billed and payment will be due immediately. I also realize that I am responsible for any collection costs.

UPON CHECK-IN YOU MUST SIGN A COPY OF THIS AGREEMENT