

Aspens Cabins / Greer Cabin Connection Policies and Procedures

1. **Aspens Cabins / Greer Cabin Connection** (GCC) owns cabins and provides management services for cabin owners. We offer housekeeping cabins for nightly rental.
2. **Aspens Cabins / Greer Cabin Connection** accepts Visa, MasterCard, personal checks and money orders. All reservations require a 50% deposit at time of booking. The entire balance remaining will be charged within 30 days of arrival. Personal checks will not be accepted for reservations made less than 30 days prior to arrival. Reservations made within 30 day of arrival will be charged 100% at the time of booking. Deposits mailed must be received within 3 days or reservation will be cancelled. At the time of deposit you will receive confirmation via email or US Mail.
3. **CHECK-IN TIME IS 3:00 PM** GCC will use reasonable efforts to have the cabin ready for Guest(s) occupancy at check-in time, however, the exact time of occupancy is not guaranteed.
4. **CHECK-OUT TIME IS 10:30 AM** - Check-out times are strictly enforced. You will be subject to a \$50.00 per hour penalty for late check out. Please inquire at time of arrival should you require a later check out time and we will advise you if a later check out is available.
5. **CANCELLATION** – All deposits are **NON REFUNDABLE** unless we are able to re-book for the entire amount of your stay. If we are not able to re-book you will be charged for the entire amount of your stay. There is a 10% handling/administrative fee for all cancellations and refunds.
6. **RESERVATION RESCHEDULING FEE** -All reservations that need date and/or property changes are subject to a non-refundable \$50.00 rescheduling fee per change.
7. **ADDITIONAL GUESTS**- At the time of the reservation you will be charged accordingly for the number of guest in your party. - Additional guests and visitors must be pre-approved by GCC in advance. Any additional guest shall be subject to the set rate as outlined per cabin.
8. **KEYS** – Many of our cabins are privately owned properties. Guest(s) are responsible for lost-keys. Guest shall be charged for any lost key and or re-keying the property. Cost shall be time and material plus 15% surcharge, with a minimum of \$35.00
9. **NO SMOKING** - Smoking is **NOT** permitted inside the cabin. Smoking in outdoor areas is subject to **RED FLAG RESTRICTIONS**. Failure to adhere to this policy shall result in a **NON REFUNDABLE** cleaning fee of \$250.00 and vacating the cabin immediately without refund.
10. **PETS** – Some of our cabins are pet friendly. Pet fee of \$20.00 per pet per night. **NON REFUNDABLE**. You are also responsible for any damage caused by your pet. All pets must be pre-approved by GCC at the time of your reservation.
11. **LINEN** - A basic supply of linen and paper products are provided in each property. Bed linen and bath towels are not changed during your stay. Should you require additional linens please contact GCC.
12. **CLEANING REQUIREMENTS** - Guest(s) are required to leave the property in the same general condition it was when Guest(s) they arrived. Dishes should be cleaned and put away but beds do not need to be made. GCC will completely clean the cabin upon your departure. If additional cleaning is required, appropriate charges will be made to your credit card. Guest(s) is responsible for any damage, abuse, excessive cleanup requirements, or loss caused by any member of Guest(s) party to the property or its contents during Guest(s) occupancy. Inspectors walk through each property after check-out to ensure the property is left in good order. Maid service and other cleaning arrangements during your stay are available for an additional charge.
13. **CHECK-OUT PROCEDURES** -The following items must be complied with before check out :(a). Dishes, Pots, Pans, Silverware, and Utensils must be washed; dried and put away (Do Not Leave In Dishwasher) and the stove/oven shall be left in a clean condition. (b). Refrigerator should be left clean and free of food. (c). Windows and doors must be left closed and locked. (d). All trash put in outside garbage cans when applicable. (e). All litter, cigarette butts and pet waste must be picked up from the yard, front and back, and placed in the outside garbage cans tied securely intrash bags.(f). Property should be left neat and in order (same condition it was when Guest(s) arrived). Each cabin will have check out procedures posted.
14. **REPAIRS ~ SERVICE CALLS, REFUNDS** - GCC cannot guarantee against mechanical failure of heating, TVs, DVD players, or other appliances. Please report any inoperative equipment to our office immediately. GCC will make every reasonable effort to have repairs done quickly and efficiently or move Guest(s) to a different property if available. Should a repair person make a call to a unit and find that the equipment is in working order

and the problem was due to the Guest(s) oversight or neglect, the charge for service will be the Guest(s) responsibility. No refunds or rent reductions will be made due to failure of appliances or equipment. PLEASE do not put off notifying us immediately as it could hinder us getting the repair done quickly! Guest(s) understands and agrees that GCC may enter the rental property at any time for the purpose of making needed repairs.

15. All ATV'S and Dirt bikes shall be kept on trailers. No riding of ATV's and Dirt bikes around cabins, on the property or on neighboring properties. **NO EXCEPTIONS.** Should any damage occur you shall be liable for any and all expense to restore property to its original condition

16. NOISE- Many of our cabins are located in residential neighborhoods, please be respectful of others. No outside noise between 10:00 p.m. and 6:00 a.m. Should a complaint be received you will be notified. Second complaint shall result in Guest vacating the PREMISES without refund.

17. NO OUTSIDE FIRES-No outside fires are permitted. You are required to observe all **RED FLAG RESTRICTIONS.**

18. ACTS OF GOD/CONSTRUCTION NOISE - Neither Owner nor GCC shall be liable for events beyond their control which may interfere with Guest(s) occupancy, including but not limited to Acts of God, acts of governmental agencies, fire, strikes, war, inclement weather and construction noise from nearby sites. **NO REBATE OR REFUND** will be offered in these circumstances.

19. RIGHT OF ENTRY - Guest(s) agree that the GCC reserves the right to enter the rental property anytime to investigate disturbances, check occupancy, check for damage, to make such repairs, alterations or improvements thereto as Agent may deem appropriate, or to show property to prospective purchasers or guests.

20. INDEMNIFICATION AND HOLD HARMLESS - Guest(s) agree to indemnify and save harmless the Owner and GCC for any liabilities, theft, damage, cost or expense whatsoever arising from or related to any claim or litigation which may arise out of or in connection with Guest(s) use and occupancy of the rental property including but not limited to any claim or liability for personal injury or damage or theft of property which is made, incurred or sustained by Guest(s). The terms GCC and Owner as used in this Agreement shall include their heirs, successors in interest, assigns, employees, agents, and representatives where the context requires or permits. The terms Guest(s), You, and Your as used in this Agreement shall include Guest(s) heirs, successors, assigns, guests, invitees, representatives and other persons on the rental property during Guest(s) occupancy (without regard to whether such persons have authority under this Agreement to be upon the rental property), where the context requires or permits.

21. Aspens Cabins / Greer Cabin Connection, RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE - All rental properties are leased without regard to race, color, religion, sex, national origin or handicap.

22. VIOLATING AGREEMENT- If Guest(s) violates any of the conditions of this Agreement; GCC may terminate this Agreement and enter cabin. Upon notice of termination of this Agreement, Guest(s) shall vacate the Premises immediately and forfeit all rents and security deposits.

23. CREDIT CARD - I am providing my credit card number as a guarantee. I agree to pay all rent and/or any outstanding charges, accept all terms of the lease agreement and accept all liability for any damage beyond normal wear and tear during my stay.

24. DOUBLE BOOKINGS -Double bookings are rare and we take every care possible to avoid this situation. In the event that Guest(s) reservation for the rental property overlaps or matches the reservation of another tenant, GCC reserves the right to relocate Guest(s) to a different rental property within the GCC rental program. Every effort will be made to ensure that the replacement property is reasonably comparable to the original rental property booked. GCC agrees to pay any additional charges due in excess of the rental amount for the rental property, and refund any amounts paid by Guest(s) in excess of the replacement property rental amount. Guest(s) will have the option to (1) accept the replacement property or (2) reject the replacement property and receive a refund of all rents and fees paid for the rental property. Guest(s) agree that Guest(s) choice between these alternatives will be Guest(s)sole remedy for any and all damages, liability, or inconvenience arising out of the double booking.

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