

Blue Mountain Mist Rental Policies

Rental Contract

All Checks and Reservation agreements must be mailed to:

Blue Mountain Mist

1811 Pullen Rd

Sevierville, TN 37862

RESERVATION AGREEMENT

Please sign and fax or mail to our office immediately.

TO RESERVE A CABIN:

1st nights payment in advance is due if reservation is made outside of 6 months. Once within 6 months half of total is due. The remanding balance is due 30 days prior to your arrival. Balances will be charged to credit card on file unless other arrangements have been made.

A signed copy of the Reservation Agreement must be in our office the same day that you make your reservation.

A Security Deposit and Wavier is required for 3 bedroom or larger cabins and must be on file in our office.

A reservation confirmation will be sent after the first deposit is received and confirmed through payments. Acceptable payment methods include check, credit card or money order. Checks must be in our office 30 days in advance of check-in. No payments will be refunded.

Name on reservation: _____

Name of Unit : _____ **Check-in Date** _____

Initial _____

Cancellation Policy

There is a \$50.00 charge for cancellations, moving cabins, or moving dates. If we can re-book your cabin dates, then we will refund your money the amount for which it was re-booked minus the \$50.00 fee.

You cannot cancel or move dates within 2 months of your reservation date. Cabins 5 bedrooms and larger cannot be cancelled within 4 months of your check-in date.

We will call you two days prior to your check-in with the keycode to your cabin. The keycode is all you need for check-in. You do not have to check-in at our office.

CHECK-IN IS AT 4PM. CHECK-OUT IS BY 11AM.

(A charge will be placed on your card if you check in early or out late.)

Understand that by renting and staying in our cabins you are accepting full responsibility for all damages and/or stolen items. All damages will be the responsibility of the reserving party and their credit card will be charged for any violations. Any excessive cleaning will be billed to you.

Blue Mountain Mist only provides a minimal supply of toilet paper, paper towels, and trash bags. If you feel that you will need more than provided we suggest that you bring your own supply. If your cabin does not provide a washer and dryer you may also want to bring extra towels. We do not bring out extra towels to your cabin.

Before your departure, place towels and sheets in bathtub (no comforters). All dishes and cookware should be washed and returned to the cupboards, and garbage sealed in plastic bags provided and placed in outside containers (if there is excessive trash additional charges may apply). Please leave the hot tub temperature turned down. Place the air-conditioning temperature to 85, or the heat to 65, in the AUTO position only.

If you happen to leave something behind all items will be shipped UPS at guest expense. Blue Mountain Mist is not responsible for items left in rentals.

We are not responsible for weather conditions. Four-wheel drive and chains may be required during winter months. A wrecker service will not be provided for by Blue Mountain Mist. Every effort will be made by Blue Mountain Mist to correct any problems you may encounter during your stay, however there are no refunds.

For after hours assistance with your rental, call our office at 865-428-2335 and leave a message. Someone will call you shortly thereafter. Our office hours are Monday through Saturday from 10am-10pm, and Sunday from 2-10pm. Unfortunately appliances, air conditioners, refrigerators, televisions, hot tubs, etc., occasionally malfunction. We cannot guarantee them to perform 100% of the time. We do however, guarantee to correct the problem as soon as possible....DURING NORMAL BUSINESS HOURS. Please remember if you call as early as possible (9am) we can work out a resolution faster. No refunds will be given for malfunctioning equipment or power outages.

Initial _____

Our afterhours emergency number is 865-428-2335

After hours are 7pm-10am. The use of this number is for an incident involving a threat to life or property (such as fire, broken water pipes, non-working furnace in cold weather). Malfunctioning equipment including hot tubs, burned out light bulbs, insects, etc. are not emergencies. For life threatening emergencies call 911

Please remember there are certain health risks that are associated with using a hot tub. Our housekeepers drain, sanitize, refill and replenish chemicals in all tubs prior to your arrival therefore it may not be warm till later that evening. 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 and you will be charged for replacement. Remember when not using the hot tub, leave the cover on so that 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.

A MINIMUM FEE OF \$500.00 will be charges if BUBBLES, BATH OILS, OR ANY OTHER FORIEGN SUBSTANCE is used in the hot tub or swim spas.

ALL CABINS ARE NON-SMOKING

I have read and understand and agree to all the rental policies outlined here by Blue Mountain Mist.

Please sign, date and return to our office.

Signature

Date

Card holder's signature

Date

Please print name on this line

SECURITY DEPOSIT/DAMAGE WAIVER (Please sign then fax or mail to our office)

Required for 4 bedroom and larger cabins:

*4 - 6 bedroom \$250.00

*7 bedroom and larger \$500.00

This damage deposit will be charged to your credit card 2 days prior to your check-in date. Your charge will be placed as a hold on your credit card. It will not actually charge you the amount unless there are damages to the cabin. The funds do have to be available on your card. This hold may take up to ten days to drop off your card once you leave the cabin. If you send a check for your deposit we will deposit it and refund you after your stay.

I understand that I am responsible for the condition in which the property that I have rented from Blue Mountain Mist is left after check-out. I agree that the cabin will be left in the same condition found upon check-in, except normal wear and tear. If it is not left in the same condition, I will be responsible for any damage, (including clogged plumbing), to the property or the property's contents, and any legal fees paid for such collection by the owners. I will not hold Blue Mountain Mist or the owners of the property responsible for any injuries or damages caused by accident on the property of any kind. I also will not hold Blue Mountain Mist or the owners of the property liable for any theft of money, jewelry, personal property or valuables of any kind. I also understand that if excessive cleaning is required after my departure, I will be charged a minimum fee of \$100.00. I acknowledge that there is no smoking allowed in the cabins. ****Pets may be allowed in pet friendly cabins at a fee of \$50.00 per pet****

I understand that I will be charged additional fees if I use more bedrooms/rooms than agreed upon at the time of my reservation.

Please sign, date and return to our office.

Signature _____

Driver's License Number _____ State _____

Date _____

Please print name on this line

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Blue Mountain Mist

1811 Pullen Rd

Sevierville, TN 37862

Fax: 865-453-1720

Arrival Check List

- Upon arrival please check-in by using the cabin phone to call **865-428-2335**.
- Please call the office to report any damages or cleaning concerns that are found upon your arrival. Any concerns not addressed within the first 24hrs will be considered your responsibility.
- Our office hours are Monday- Saturday 10am - 10pm; Sunday 2pm-10pm. If you are experiencing a problem at the cabin please call **865-428-2335**
- If you have any emergency during non-business hours please call **865-428-2335**. Leave your name, number, and issue that you are having. Someone will return your call promptly. Please remember that light bulbs, hot tub problems, broken appliances are not considered an after hours emergency. These items can be dealt with during normal business hours. **FOR EMERGENCIES PLEASE CALL 911**
- Please remember to shower off before getting in the hot tub. Be sure not to use any bubbles, soap or oil while in the hot tub.
- If your fireplace is gas burning please do not put anything in it. Fireplaces are not to be used **May - September**.
- Please do not move the furniture. This can cause the furniture to break or the carpet to rip.
- If the temperature is to drop below **25** degrees during winter months, please leave the faucets dripping to insure that the pipes will not freeze.
- Turning the air conditioner below **68** degrees in the summer could result in the unit freezing; this will cause you to be without air for a few hours! Please refrain from doing so.

Departure Check List

- Upon departure please check-out by using the cabin phone to call **865-428-2335**.
- Check-out is at **11:00 am**. If you would like a late departure, please call our office.
- Wash, dry and put all dishes where they were found.
- Place all dirty linens in the tubs (Sheets and Towels Only).
- **BAG ALL TRASH**
- During winter months please leave the thermostat on **55**. During Summer months please leave the thermostat on **80**.
- Be sure to lock the door on your way out!