

Hocking Hills Serenity Cabins

(Updated 9.21.18)

LODGE Rental Policies

***Except for Hidden Valley and Grand Valley Lodges**

Check-In is at or after 4:00 P.M.

Check-Out is by 11:00 A.M.

THESE ARE THE AGREED-UPON TIMES.

PLEASE DO NOT REQUEST EARLIER CHECK IN OR LATER CHECK-OUT.

Discovery of Late Check-Outs or Unauthorized Early Check-Ins Will Result in Guests Being Charged The Price of Another Night (without staying the extra night).

Walkthroughs:

Walkthroughs Are Not Guaranteed. We provide pictures and a virtual tour at our website.

If permission for a Walkthrough has been given, any Walkthrough without previous reservation of stay will require a non-refundable **\$50 Walkthrough Fee**.

This fee is good for up to a one (1) hour walkthrough.

Each additional hour or portion of an hour during the same walkthrough will require **\$25 extra**.

Reserved guests may request one (1) Walkthrough, based on availability, at no extra charge.

Each Additional Walkthrough will require a **\$50 Walkthrough Fee**.

Walkthrough Fees will be due in cash at time of Walkthrough.

Reservations:

You must be 21 Years Old to Rent a Cabin. Guests Under 21 Years Old must be supervised at all times by Parent or Guardian.

Half of the Total Amount is required At Time of Reservation & Half is required 30 Days before Check-In.

Reservations made within 30 Days of Scheduled Arrival will be billed the full amount at Time of Reservation.

DAMAGE DEPOSIT:

An Additional **FULLY-REFUNDABLE \$500.00 Damage Deposit** will be due By Check or Money Order at least 21 Days prior to your stay. It **MUST BE MADE OUT TO OUR MANAGER AT THE ADDRESS BELOW.**

PLEASE BE AWARE THAT THIS DAMAGE DEPOSIT WILL BE DEPOSITED, SAME AS CASHED, INTO OUR ACCOUNT.

After checkout, our cleaners will check to see if everything is fine- it usually is- and the refund check will normally be sent out to you on the Tuesday following one week after check-out.

If reservation is made within 21 Days till check-in, please contact us immediately for instructions for the damage deposit.

CHECK MUST BE MADE OUT TO OUR MANAGER

Otherwise, as we manage for various owners if checks are made out differently, they will not be usable and last-minute changes will need to be sent next-day and will be expensive to the renter.

Damage Deposit Check MUST BE MADE OUT TO:

Noah Weaver
19441 Kalklosch Rd.
Logan, OH 43138

Our Lodges were designed for peace and quiet. NO PARTIES OR LOUD MUSIC.

Please observe Quiet Hours from 11 p.m. till 8 a.m., out of respect for our neighbors.

***COLLEGE PARTIES, PROM PARTIES, etc., ARE NOT WELCOME AT OUR PROPERTIES. WE RESERVE THE RIGHT TO CHECK THE LODGE DURING STAY AND, IF THESE TYPES OF EVENTS ARE DISCOVERED, GUESTS WILL BE REQUIRED TO LEAVE WITHOUT REFUND.**

Absolutely no Hunting, ATV's, Fireworks or Weapons (including Paintball or Air Guns) and no Illegal Drugs.

* If Evidence of failure to observe Rental Policies is discovered, guests may be asked to leave the premises with NO REFUND. Any evidence of Illegal Activity may be Reported to the Proper Authorities.

*Hocking Hills Serenity Cabins may use any funds received from guests immediately upon receipt of such funds.

Cancellation:

No-Shows are considered Cancellations.

Cancellations 30 days or more from Scheduled Arrival..... 100% refund minus a \$100 processing fee.

29-21 days before Scheduled Arrival.....75% refund minus a \$100 processing fee.

20-14 days before Scheduled Arrival.....50% refund minus a \$100 processing fee.

Under 14 days before Scheduled Arrival.....No Refunds, unless you verify that we have re-booked your Lodge, in which case you'd get a Full Refund, minus a \$100 processing fee.

*Refund percentages are based on the full reservation amount, not the amount already paid.

RESCHEDULING:

Up to 30 Days ahead of Arrival...Reschedule without fee.

29 - 15 Days Prior to Check-In: Reservations may be changed to a different available and comparable date within a year of Scheduled Arrival for a \$100 Rescheduling Fee .

Under 14 Days: No Reschedules unless we can re-book your Lodge, in which case you could reschedule for a \$100 rescheduling fee. We are not responsible to inform you of re-booking by other guests. It will be your responsibility to verify in order to be refunded.

Minimum Stay:

We require a 2-Night minimum stay.

Stays that include a Friday or Saturday requires a minimum of Two Nights at the Weekend Rate.

Holidays require 3 Nights at Weekend Price.

New Years Eve requires 3 Nights at Maximum-Occupancy pricing.

Payment Methods

Hocking Hills Serenity Cabins accepts Money Orders, VISA, MasterCard, and Discover credit cards. A credit card is required at the time of reservation and will be kept on file in case there are any damages to the property or extra cleaning that are deemed by Hocking Hills Serenity Cabins to go beyond the Damage Deposit Check or Money Order.

A 6% Lodging Tax and a 7.25% Sales Tax will be added to rates.

Refunds:

No refunds will be given due to weather or for early departure. No refunds in the event of mechanical failure, absence of any item, or for any public utility problems.

Pets:

Pets are NOT PERMITTED on any of our properties out of respect for Guests with allergic reactions.

Evidence of a pet will result in a **\$300 FEE** that will be charged to the credit card on file and you may be required to leave without refund.

Any additional damage or cleaning fees associated with a pet will be billed to the reserving Guest's credit card.

Smoking: SMOKING IS PROHIBITED IN ALL OF OUR LODGES. Evidence of smoking or cigarette butts inside a Lodge will result in a **\$300 FEE** which will be charged to the credit card on file. Please do not litter our property with Cigarette Butts.

Equipment and Furnishings:

Moved Furniture:

Furniture that is moved by guests must be returned to its original spot. Failure to return furniture to its designated spot will result in a \$200 Moving Fee, billed to the reserving party's credit card or the Damage Deposit.

Pool Tables are Not To Be Moved. Any evidence of a moved Pool Table will result in a \$1000.00 Fee.

In the event of equipment or furnishing failure, please call our office phone (740)-380-9998. Any needed repairs will be made as quickly as is deemed reasonable by Hocking Hills Serenity Cabins

Linens and Supplies:

Bed linens and bath towels are provided along with kitchenware and utensils. We supply a reasonable amount of trash bags, paper towels, toilet tissue, dish and hand soap.

Guests may bring additional supplies if they wish.

Grills:

LODGES have Charcoal Grills. Guests will need to bring Charcoal, Lighter Fluid, etc.

Fireplaces:

Indoor fireplaces are not to be used April - September. No cutting wood on premises. Firewood is normally available at the Lodges for \$6 a bundle. It is also normally available at local convenience stores.

Occupancy and Housekeeping:

Please keep occupancy to that agreed upon by Renter and Hocking Hills Serenity Cabins. If additional people are discovered there will be a **\$40 fee** per extra person. All trash, must be placed in the outdoor containers that are provided, at check-out. Please do not leave loose trash in the outdoor receptacles OR A **\$70 clean up fee** will be charged. Leave the Lodge clean. Make sure all doors and windows are locked. All keys must be returned to the lockbox at checkout. Lost keys are subject to a **\$25 fee**. *We reserve the right to charge your credit card for any damages or excessive cleaning required after your stay.*

Hot Tubs:

Hot tubs should not be used at temperatures greater than 104 degrees. Switches used to increase or decrease the jet speed may be adjusted. ***Please don't adjust temperature controls as this will likely result in tub cooling down and staying in economy mode.** Our hot tubs are routinely changed and continually sanitized. *Due to cleaning and servicing, Hot Tubs are not always up to full temperature at check-in and may require additional time to heat.* Hot tubs left dirty may be subject to a **\$100 clean-up fee**. Do not sit or stand on hot tub covers. This may result in personal injury and/or damage to the cover. Damage to the hot tub covers will result in a **\$400 Replacement Fee**. We are not responsible for any allergic reaction in the Hot Tub.

Damage by Guests:

Renter agrees to take full responsibility for any accidents or injuries or damages to persons or property that may result in or around our properties. *The renter assumes all charges incurred and/or damages to the premises, structures and/or contents during the stay, caused by the reserving party or its guests.* If you notice problems upon arrival, please inform us immediately to avoid any damages being charged to your card.

Wildlife and Pests:

While we routinely treat our Lodges. We are in the woods and it is likely that you may encounter insects or spiders during your stay. We cannot refund your reservation due to insects, mice, or woodland creatures that you may encounter during your stay. Many critters live in the woods. Do not approach or feed wildlife. Do not leave food on decks or porches as it may invite unwanted guests.

Left-Behind Items:

Personal items left in the cabin are **not** automatically returned, so please check Drawers, under Beds, in Closets, etc., for your things. Hocking Hills Serenity Cabins is not responsible to alert guests of left-behind items. If found and deemed reasonable, we will remove them from the Lodge and store them for 30 days. You

will need to provide shipping info. Guests are responsible for any shipping and/or handling charges deemed appropriate by Hocking Hills Serenity Cabins to return any items.

Legal: Guests agree to hold Hocking Hills Serenity Cabins harmless for any personal injury that may occur in the cabins or on the surrounding property , as well as loss or damage to personal property of guests during occupancy or visit.

Accessibility

During winter months 4-WHEEL DRIVE VEHICLES are recommended. Because of the Scenic Locations of our properties, Cell Phone service is not guaranteed. Some service providers are more accessible than others, depending on the location, but not guaranteed.

** Policies and rates are subject to change without notice.*