

Hocking Hills Serenity Cabins

(Updated 9.21.18)

Cabin Rental Policies

Check-In is at or after 3:00 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 Early Check-Ins Will Result in Guests Being Charged The Price of Another Night (without staying the extra night).

Reservations:

You must be 21 Years Old to Rent a Cabin. Payment is required At Time of Reservation. Guests Under 21 Years Old must be supervised at all times by Parent or Guardian.

Our Cabins 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.

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 \$50 processing fee.

29-21 days before Scheduled Arrival.....75% refund minus a \$50 processing fee.

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

14-8 days before Scheduled Arrival.....25% refund minus a \$50 processing fee.

7 days or less before Scheduled Arrival.....No Refunds

***Up to 30 Days ahead of stay, Reservations may be changed to a different available and comparable date within a year of Scheduled Arrival for no additional fee.*

29-14 Days Ahead of Scheduled Arrival.....\$50 Reschedule Fee, unless re-booked by someone else.

It will be your responsibility to verify if it has been re-booked. We are not responsible to refund otherwise.

Minimum Stay:

We require a 2 night minimum stay. Weekend rates apply for Thursday-Friday and Saturday- Sunday stays.

Payment Methods

Hocking Hills Serenity Cabins accept 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. *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, except Whispering Pines and Beagle Hill Lodge.

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 CABINS. Evidence of smoking or discovery of cigarette butts inside a cabin 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:

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:

Cabins 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 cabins 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 cabin 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. *Adjusting the temperature controls 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:

In the event of damage or extra cleaning requirements created by guests, additional charges may be charged to the credit card on file. 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 cabins. 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 cabin 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.*