

# PINNACLE

## CABIN RENTALS

P.O. Box 1264 • Helen, GA 30545

Office: 706.754.2533/888.906.4334 • Fax: 706.754.2433

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### RESERVATION POLICY

Two night minimum reservation is required. Certain holidays may require a three or four night minimum. Your reservation will be confirmed upon receipt of signed rental agreement, photocopy of valid Driver's License (or proper ID) and 50% down payment. We accept Visa, MasterCard, and Discover. If you wish to set up another form of payment, please contact us. Renter must be at least 25 years of age to reserve our smaller properties. Our larger properties are available to responsible adults over the age of 30.

### RESERVATION CHANGES/CANCELLATION POLICY

Please note that if there is any need to change a reservation after the initial reservation has been made, the following must occur: 1) Check online calendar for availability 2) Completion of a new rental agreement with the change of property or dates shown. 3) Confirmation email of the change must be received from Pinnacle Cabin Rentals. A \$50 change fee applies to any property or date changes. Changes can be made up to 14 days prior to your arrival.

Any cancellation 14 days before arrival will result in a full refund (less \$50 transaction fee for 1-3 bedroom cabins, and \$100 for 4-6 bedroom cabins). Cancellation 13 days or less from your arrival date will result in forfeiture of the 50% deposit. Cancellations within 7 days of your arrival or "No Shows" will forfeit full amount of rental fees. Please call to cancel a reservation. Do not rely on email to make a cancellation. Cancellations are not valid until confirmation is received from Pinnacle Cabin Rentals.

Each property has a specific maximum occupancy (includes adults and children). Take note of the maximum number of guests allowed in the cabins before making your reservation. This policy is strictly enforced. Bringing more guests than that of the reservation may result in immediate departure with no refund, or an additional charge of \$200. Refunds for early departures are not given under any circumstance.

### PAYMENT

Upon completion of your reservation a 50% down payment will be charged to your credit card. The remaining payment of 50% will be charged to the credit card on file 7 days prior to arrival.

If your reservation has been made less than 7 days before arrival, we will charge the full amount to your credit card. If you wish to set up another form of payment, please contact us immediately. Your balance may be paid with a check or money order, but it must be received at least 7 days prior to your arrival. If we have not received an alternate form of payment 7 days prior to your arrival, the balance will be charged to the credit card on file.

### PRIOR TO ARRIVAL

A starter set of toilet paper and dish detergent are provided for your use. We also provide starter bath and complexion soaps, one towel for each guest (please bring additional towels should you require them), a set of hand towels and washcloths in each bathroom, as well as sheets for the beds. Please bring all other toiletries, shampoo, and basic cleaning/laundry supplies should you dirty your cabin and want it cleaned during your stay. Most of our cabins have washers & dryers so you may clean your own linens and towels during your stay if you desire. We do not provide laundry detergent.

Know your lock box code before you depart. The code and directions to your cabin will be emailed to you approximately 5-7 days prior to arrival. Your lock box is located at or near the front door of your cabin. You drive directly to your cabin, and the code will enable you to open the box and get your key to open the front door (leave key in lock box when you check out). If key is not in the lock box, and not returned by guest within 7 days of departure, \$25 will be charged to the credit card on file to re-key the lock.

Be sure you have printed out the written directions provided to your cabin before you depart. Please note that MapQuest, Google Maps, etc. and in-car navigation systems will often not get you to the exact location of your cabin.

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### ARRIVAL/CHECK-IN

Check in: 4:00 pm\*

Check out : 11:00 am\*

No early arrivals or late departures are allowed without approval from our office. Cleaning/maintenance is based on arrival time of 4pm. Arriving prior to that time is very disruptive, particularly when back-to-back reservations occur. **\* A penalty of \$100 will be charged for early arrival or late departure.** In extreme cases of late departure, an additional night's stay will be charged.

**DAMAGE WAIVER** – Guest is required to pay a non-refundable damage waiver (based on cabin size) to cover any replacement or repair costs for accidental or unintentional damages to the Premises. All accidental damages must be reported to the office before your check out for the damage waiver to cover repair/replacement costs. Repair costs for damage in excess of the amount covered under the damage waiver or damage that is deemed intentional, will-full or a result of neglect will be charged directly to guest's credit card. This damage waiver does not cover unreported accidental damage, intentional damage, theft, excessive cleaning, or any damage or flea infestation caused by pets (pet friendly cabins only).

Please go through the cabin checklist upon arrival to be sure that everything is in order and you understand how to operate the hot tub, TV, DVD, and satellite. Report any issues prior to 5p on day of check-in, or they may not be addressed until the following day. If there are issues that do not require immediate attention, please alert us so we can fix for the next guest arrival. We will not consider compensation for any problems that are brought to our attention after the completion of your visit.

Hot tubs are drained, sanitized, and refilled before every guest arrival. Please note that it takes between 4-6 hours for a hot tub to re-heat to the operating temperature. Although we make every effort to drain and refill hot tubs as early in the day as possible, there may be instances where a hot tub will not reach operating temperature until as late as 10pm on the date of your arrival.

In the unlikely event of maintenance or cleaning issue please contact our office at (706) 754-2533. Please note that the majority of phones provided in the cabins can only be used to make local calls. If you need to contact Pinnacle Cabin Rentals, please call our toll free number at 888.906.4334. We must be given a chance to rectify any problems. In the event of an emergency, call 911. Power outages are not handled by Pinnacle Cabin Rentals.

### CONDITIONS

Not adhering to the terms and conditions below may result in a penalty of \$200 - \$500 (depending on size of property) and in extreme cases may lead to dismissal from the property without a refund.

Each of our cabins are clearly marked as either Pet Friendly or Non Pet Friendly. Use the property search box and click Yes for Pets, or check the property page on our website for specifics. Pets are defined as dogs only - no cats whatsoever and must be disclosed at time of reservation as well as initialed in the agreement. Failure to follow guidelines will result in immediate departure without a refund if pets, or evidence of pets, are found on the premise and an additional charge of \$500 will apply. This will be strictly enforced in our non pet friendly cabins.

There is a 25 lb. limit per pet, with a 2 pet maximum. There is a pet fee of \$50 for additional cleaning required. All pets must be on a leash outside the cabin. All pet owners are required to pick up any pet waste near the cabin, and clean up after their pet in the cabin. Any excessive cleaning required due to pet hair will be charged to your credit card on file. Pets must be crated when left alone inside the cabin -- service personnel will not enter if there is an unattended pet.

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Kitchenware has been provided for your convenience. You are responsible for cleaning up your own dishes prior to departure. All trash must be bagged (trash bags provided) as no loose trash will be picked up by sanitation services. Please take all bagged trash and place in the outside dumpster provided. Any loose trash will incur a \$50 fee to bag and remove.

High decks and hand railing - We ask all parents of small children to be aware of high decks, hand railing of some of our cabins. Steps are also an issue for the elderly as much as children. Please be careful with steps and be sure to use all handrails and props at the cabins.

Smoking is strictly forbidden inside the cabins. If you choose to smoke outside your cabin, please use the ashtrays that are provided. Refrain from tossing any burning cigarettes or butts onto the property. An additional fee will be charged for cleaning the yard of cigarette butts and trash. You are responsible for emptying ashtrays prior to departure (make sure all butts are completely extinguished). Indoor smoking will result in a \$300 fine to deep clean and remove smoke odor.

Some properties have fire pits. All fires must be contained within the fire pit and extreme caution should be used when burning any fire, particularly during windy or dry conditions. Fire pits must have adult supervision. Do not leave a burning fire unattended. Please make sure to keep a hose next to the fire pit within reach for an emergency. Building fires on any property without a fire pit, or outside the provided fire pit is strictly prohibited. You are responsible for any damages that may occur if fire pit rules are not followed. Any trash left in fire pits will result in a \$25 clean up fee.

Interior fireplaces are operational from October through April, based on temperatures. Pilot lights are turned off typically first of May as temperatures dictate. Rule of thumb – if A/C is required to keep your cabin comfortable, fireplaces will not be operational.

Some properties have swimming pools, access to swimming pools, and most have hot tubs. There is an inherent danger with the use of swimming pools/hot tubs and safety rules should be followed at all times.

- There are no lifeguards on duty. Swim/Soak at your own risk
- Children are allowed to swim or play in the pool/hot tub only when adults are present
- Please maintain constant supervision over children
- No pets in the pool/hot tub
- Walk slowly in the pool /hot tub area. No roughhousing, dunking, pushing, or wrestling
- Keep the area clear of clutter, debris and toys. These can often attract young children to the pool/hot tub
- No swimming/soaking in rainy weather, or in thunderstorms
- No eating, drinking or chewing gum while in the pool/hot tub
- No glass near the pool/hot tub area
- Keep gates/covers to the pool/hot tub area closed and locked at all times
- Do not tamper with pool/hot tub controls as damage to the system may occur (minimum charge of \$150 will apply if it is determined controls were tampered with)

No parties or events are allowed. Please respect your neighbors and keep the noise level down between the hours of 10pm and 8am. Shooting guns or fireworks at any Pinnacle Cabin Rentals property is prohibited and will result in immediate departure.

Cabins are on septic systems. Flushing sanitary napkins or any foreign debris (ie toys, plastic cups, etc) down the toilet will result in major damage to the system. A \$250 fine to repair the septic system will result.

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You are responsible for cleaning your own grill prior to departure. You are responsible for maintaining the cleanliness of the premises during your occupancy and to leave the premises reasonably neat and in good condition upon departure. Failure to keep the cabin neat may result in additional cleaning fees. Re-arrangement of furniture is not allowed. If furniture is re-arranged, a fee will be charged to move the furniture back to its original location.

Bad weather can cause problems such as power outages resulting in loss of power and even water. We cannot be held responsible for weather related problems. If the problem is not fixed within a reasonable amount of time, (no more than 24 hours) you will have the option to move to another cabin. If no other cabin is available, you may leave the cabin and not be responsible for future rents. Signing this form confirms your agreement not to request any refund for nights stayed if such an occurrence happens.

Although unlikely, we will do our best to resolve any maintenance problems. If the problem cannot be resolved in a reasonable amount of time, you will have the option to move to another cabin if available. If no other cabin is available, you may leave the cabin and not be held responsible for future rents. No refunds for nights stayed will be given.

The rental agent may enter the premises at any time in the event of emergency, but will use its best efforts to give advance notice.

### ITEMS LEFT BEHIND

If you leave any items in your cabin, we will be pleased to return them. A shipping charge of \$25 will apply. Pinnacle Cabin Rentals is not responsible for lost or stolen items.

### LIABILITY

Pinnacle Cabin Rentals, Inc. is held harmless and indemnified from and against all loss, injury, or damage occasioned by use, misuses or abuse of any part of or fixture on the premises, surrounding areas and from or against any omission, neglect, or default of the Renter, his/her guests or invitees. The Renter acknowledges that Pinnacle Cabin Rentals, Inc. acting solely in the capacity of Agent for the property owner, assumes no liability thereunder. In the unlikely event of a legal dispute, the laws of the State of Georgia will apply, and all proceedings will be conducted within the State of Georgia.

### CONTACT INFORMATION

Office: (706) 754-2533 / 888.906.4334

Fax: (706) 754-2433

Email: [info@pinnaclecabinrental.com](mailto:info@pinnaclecabinrental.com)

### MAILING ADDRESS:

P O Box 1264

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**PLEASE SIGN AND RETURN THIS PAGE**

I have \_\_\_\_\_ pets. No cats allowed. **Please note:** Not all cabins are pet friendly. If you are unsure, please check the amenities list for your cabin on our website or contact our office. I understand a \$500 penalty will apply if dogs/pets (or evidence of such) are found at a non pet friendly cabin.

\_\_\_\_\_ I am aware that in order to allow sufficient time to prepare the cabin for the next guest check-out time is at 11am, and any guests still occupying their cabin after 11am are subject up to being charged \$100 and/or an additional night's stay.

\_\_\_\_\_ I understand and agree to Pinnacle Cabin Rental's Cancellation/Move policies as outlined in our RESERVATION CHANGES/CANCELLATION POLICY.

Transaction #: \_\_\_\_\_ Cabin Reserved: \_\_\_\_\_

Arrive: \_\_\_\_\_ Depart: \_\_\_\_\_

Name: \_\_\_\_\_ Phone/Contact #: \_\_\_\_\_

Driver's License #: \_\_\_\_\_ State of Issuance: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

List full name and age of all tenants below:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

List all vehicles (color/make/model) staying at the property:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please fax to 706.754.2433 or mail to P O Box 1264, Helen GA 30545**