



Rental Rules Agreement

By reserving a lodge, you are agreeing to adhere to these terms and conditions:

1. All renters must be 23 years of age or older. All minors must be accompanied by a parent or guardian at all times. Only paid guests are allowed on the property unless approved in advance by management.
2. PAYMENT – Full payment is required at the time of reservation. 6% lodging tax and 7% sales tax will be added to all reservations as required by law. A two-night minimum stay is required at all times.
3. MAXIMUM OCCUPANCY – Each lodge has a maximum occupancy as set by the property owner and the property management company (Butterfly Haven Lodge = Maximum of 12 guests; Lodge on the Lake = Maximum of 14 guests). Any renter wishing to have more than the maximum number of guests must get approval in writing from the management of 4 Seasons Hideaways prior to booking, and must pay an additional \$20 per person per night over the maximum occupancy. Anyone found to have broken the maximum occupancy policy is in violation of the rental agreement and may be subject to additional charges of up to \$250 plus damages, if applicable.
4. CHECK-IN TIME IS AFTER 4:00 PM EST AND CHECK OUT IS 11:00 AM EST. NO early check-ins.
5. ALL lodges are strictly NON SMOKING. There is a \$500 charge, plus damages, for smoking inside the lodges.
6. DAMAGE/RESERVATION DEPOSIT- A credit card is required for reservations, and placing a reservation by credit card serves as your authorization to use the card as your security deposit. No additional charges will be made to your credit card after your stay, provided the following provisions are met:
 - a. No damage is done to cabin or its contents, beyond normal wear and tear.
 - b. All debris, rubbish and discards are placed in refuse containers outside, and soiled dishes are cleaned or dishwasher (if applicable) is loaded and started. Soiled towels are deposited in designated area.
 - d. The lodge is left locked.
 - e. No linens are lost or damaged.
 - f. NO Early check-in or late check out.
 - g. The lodge is left in pre-rental condition. Excessive cleaning time, significantly beyond what is typically needed, will be charged to guests at an additional per-hour cleaning fee if excessive cleaning is necessary.
7. CANCELLATIONS – A sixty (60) day written notice is required for cancellation. Cancellations that are made at least sixty (60) days prior to the arrival date will receive a full refund less a \$100 processing fee. Cancellations that are made 60-15 days prior to the arrival date will receive a 50% refund. Cancellation less than 15 days prior to the arrival date or early departure does not warrant any refund.

8. Longer minimum stays may be required during holiday periods. All current rental policies will be listed on the reservation page.

9. INCLUSIVE ITEMS – Rates include a one-time linen-towel setup. Also included are two rolls of toilet paper for each bathroom, one roll of paper towels, 4 trash bags, 2 dishwasher detergent pellets (if applicable), and 2 laundry detergent pellets (if applicable), all per stay. Minimal cleaning supplies are also available.

10. NO DAILY MAID SERVICE – While linens and bath towels are included in the cabin, daily maid service is not included in the rental rate. We suggest you bring your own beach towels for the hot tubs. We do not permit towels or linens to be taken from the cabins.

11. RATE CHANGES – Rates subject to change without notice.

12. FALSIFIED RESERVATIONS – Any reservation obtained under false pretense will be subject to forfeiture of advance payment and the party will not be permitted to check in.

13. WRITTEN EXCEPTIONS – Any exceptions to the above mentioned policies must be approved in writing in advance.

14. PET POLICY – Pets are permitted in rental lodges ONLY designated as being PET FRIENDLY (unless a service animal), and only with prior approval. \$50 fee applies for up to two pets; no fee applies for service animals but prior approval is still required. All pets must be leashed at all times. Pet owners are responsible for cleaning up of any/all pet refuse. Pets are not allowed on furniture at any time. Any evidence of pets on furniture may incur extra cleaning fees. All pets must be up to date on rabies vaccinations and all other vaccinations. Heartworm preventive is highly recommended. All pets are to be treated with Advantage/Frontline or similar topical flea and tick repellent three (3) days prior to arrival. Fleas and tick are very rampant in this area and can cause harmful/fatal illness to humans and pets. All items above are the sole responsibility of the pet owner. The lodge owners assume no responsibility for illness or injury that may incur to pets or humans while on the premises.

15. Parking – Parking is limited to five (5) vehicles. Vehicles are to be parked in designated parking areas only. Parking on the grass is not permitted. Any illegally parked cars are subject to towing; applicable fines/towing fees and is the sole responsibility of the vehicle owner.

16. Hot Tubs – No children under the age of 12 permitted in hot tubs at any time. When using the hot tub, remember there that are certain health risks associated with this facility. Use at your own risk. Our housekeepers sanitize and replenish chemicals in all tubs prior to your arrival; therefore, they may not be warm until 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 may be charged for replacement. Remember when not using the hot tub to please leave cover on so hot tub will stay warm.

17. All facilities have preventative maintenance against pests/rodents, but due to the location of the lodges and the wilderness surrounding the properties, we cannot guarantee full immunity from nature's creatures. There are no refunds due to encounters with natural pests.

18. Amenities – On occasion, amenities such as the hot tubs, gas fireplaces, appliances, etc may malfunction. There also may be times when there are losses outside of our control, such as loss of electricity, water, and satellite television. Although we are unable to provide refunds for such inconveniences, 4 Seasons Hideaways will service amenities as soon as possible upon notification.

19. No ATVs or other motorized vehicles allowed. We work hard to care for and preserve the land and wilderness in the Hocking Hills. Guns/firearms/hunting/fireworks are STRICTLY PROHIBITED at all times due to safety and insurance reasons.

20. STORM POLICY/ROAD CONDITIONS – No refunds will be given for storms. Rural roads can be curvy and steep. Gravel drives are well maintained, and we will respond as quickly as possible to clear snow and ice from driveways, however we highly recommend four-wheel drive during the snow months. We do not refund due to road conditions.

21. All of the cabins are privately owned; the owners are not responsible for any accidents, injuries or illness that occurs while on the premises or its facilities. Neither the homeowners, nor the property management company, are responsible for the loss of personal belongings or valuables of guests. By placing a reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premises.

By making a reservation, I agree to adhere to all above policies, and that understand that breaking any of the listed policies will result in the cancellation of my stay and forfeiture of all rental monies.