



2109 New Lake Rd
Spring City, TN 37381
423-365-5150

Reservation Rental Agreement

Thank you for staying with us at Spring City Resort & Marina. If you have questions or need directions to the marina, please feel free to check our website at springcitymarina.com, or you can call us at (423)365-5150. We want you to have a great time and pleasant experience.

- 1. Reservation Deposit--** For reservations, you may submit a credit card (VISA, MASTERCARD, or DISCOVER, traveler's check, certified check, postal money order or cash for one half of the total cabin rental (including half of the tax) at the time the reservation is made. Upon arrival, the remaining amount for rent and tax will be paid. If cabins are available and rented to walk-in customers, the full rental amount including security/damage deposit would be paid when the cabin is rented. Even if your reservation is made in cash, we require credit card information in the unlikely event there are damages. **See #3. You may not reserve a cabin if you are under the age of 21 without adult consent or supervision.** If this happens, we will ask you to leave the premises and no refund of any kind will be given. If anyone doesn't show up for their reservation, no refunds will be given.
- 2. Cancellation Policy--** Cancellation must be made in writing or by telephoning the marina. Leaving a message does not constitute a cancellation. If cancellation is received within three (3) weeks (21 days) prior to the beginning rental date, a check will be mailed to you minus a \$25.00 cancellation fee. If cancellation is less than two weeks (14 days) prior to the beginning rental date, fifty percent (50%) of the deposit will be refunded. No refunds will be given for cancellations made less than 2 weeks (14 days). **No refunds of any kind will be given for early departure. No exceptions.**
- 3. Security/Damage Deposit--** A security/damage deposit of \$200.00, preferably a check or cash, will be required at time of arrival. If a walk-in customer rents a cabin, the total cost of cabin rental plus the security/damage deposit (and pet fee if applicable) will be required at that time. After your departure and your cabin has been inspected and cleaned, we will either shred your check or return it voided to you within 14 days of your departure unless it is needed for any damages such as, but not limited to, repair to furniture, walls, carpet, mattresses, sofas, light fixtures, appliances, or other damage and extra cleaning that may be caused by pets or the renter(s). If the damage exceeds the \$200.00 deposit, you authorize Spring City Resort & Marina to collect from you via credit card the additional fees needed to repair damage. An itemized list would be provided to you detailing the damage and expenses. A copy of the Cabin Rules is in each cabin. If you choose not to perform any of the following cleaning items, the following fees will be applied to your rent: (1) removal of trash from your cabin=\$30.00; (2) removal of food from refrigerator/freezer =\$30.00; (3) washing dirty dishes=\$30.00. These fees can either be paid when checking out, or we will charge your credit card (credit card information is therefore required in the unlikely event this occurs) or lastly, we will deposit your damage deposit if made by check or cash. Once your check has cleared the bank, a refund (if any is due) will be made to you via a company check automatically. **Since all cabins are non-smoking, there is a \$200.00 charge for smoking in the cabin(s). This may be applied to your credit card.**
- 4. Check in/Check out times--** Our check-in time is 2:00 pm, check-out time is 11:00am. Please stop by the boat house office to get the key to your cabin. If you will be arriving late or departing early, just let us know and we will make other arrangements to meet your needs. When you leave, just drop off the key at the office so that we will know to send the housekeeper to begin cleaning.
- 5. Bath towels-- TOWELS ARE NOT PROVIDED- All other linens including bedspreads/comforters, sheets, pillows and blankets are furnished in the cabins.**
- 6. Fully equipped kitchens--** All cabins, exception for the one-bedroom cabins, have fully equipped kitchens. The one bedroom cabin units have a microwave, small refrigerator and coffee pot. If you need something that is not stocked in your cabin, please ask and if possible we will deliver it to your cabin.
- 7. Pets--** Since we are pet friendly, we allow two pets per cabin. A non-refundable \$60.00 pet-cleaning fee is charged when making your reservation. (This non-refundable pet cleaning fee is only for extra cleaning that is required upon

your departure and does not include any damage that could result from your pet). If damage occurs by your pet and is greater than the cabin deposit (\$200.00), you authorize Spring City Resort & Marina to collect this amount from your credit card or check. An itemized list would be provided to you detailing all damages and expenses. In the event you did not make a damage deposit your credit card will automatically be charged. **Failure to report that you have a pet in the cabin could forfeit (at the sole discretion of Spring City Resort & Marina) the return of your damage deposit.** Do not leave your pet unattended for long periods of time because this can result in accidents and destructive behavior.

- 8. Utilities, Inclement Weather, ETC.--** public utilities are beyond our control. No refunds will be given for circumstances such as, but not limited to, power failure, etc. Any necessary repairs under our control will be made as soon as possible, once we are notified that repairs are needed. **Sorry, but no refunds will be given for any type of early departure.**
- 9. Telephones--** Since most people have cell phones, there are no telephones in the cabins. In an emergency, messages can be left for you by calling the marina at (423)365-5150. We will deliver this message to your cabin as soon as possible. Verizon cell phone service seems to give the best reception in this area.
- 10. Grilling--** Upon request and if available, we will provide a charcoal grill to your cabin. Please use extreme caution and to avoid a fire- place the grill off the porch when cooking and make sure the coals are completely out before leaving or retiring for the night. A metal bucket will be made available for disposal of used charcoal. Do not dispose of charcoal in the woods or surrounding area.
- 11. Camp Fires--** Campfires can be made provided the area suitable for a fire and rocks are placed around the fire area. Extreme caution must be taken to ensure the fire does not get out of control and is completely extinguished at night. Under no circumstances should a fire be left unattended. In extremely dry weather, Spring City Resort & Marina has the right to deny requests for campfires, for the safety of the guests and Resort.
- 12. Unlawful Activities--** Unlawful activities will result in immediate eviction from the premises. **No refunds of any kind will be returned.**

I understand there is no smoking in any of the cabins. Failure to abide by this health department requirement will forfeit your entire (\$200.00) damage deposit or will be automatically charged to your credit card.

*If you have other needs while staying with us, please let us know. We will always try to accommodate your request.

By signing below, I state that I have read, understand, and agree to all of the above-stated items in the Reservation Rental Agreement:

_____ Date: _____
Tenant

_____ Date: _____
Spring City Resort & Marina Representative