

# PMCC Rental Policies

Updated 1/6/18

PMCC serves as the agent and representative of all owners of rental cabins in our rental program, and is acting at all times, in and for the best interests of the owners. Minimum Stay requirements may vary based on season, events and availability.

**All rates and policies are subject to change without notice.  
Daily office hours are 8:30 AM – 5:30 PM**

Standard stay is 2 night minimum.

- Special Events and holidays may require 3-night minimum; Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas, and New Year's.
- Seasonal one-night stay availability only available for 1-3 bedroom units and require an additional \$35 surcharge fee. One-night stays must be paid in full in advance when booked. Please contact our office to reserve one-night stays.
- Pet Charge is additional \$35 per day (not to exceed \$140) and in designated chalets only. There is a 2 dog limit. Refer to PETS Section for more information.

**CHECK-IN TIME is 3 PM.** Please check-in at PMCC's office. Keys are not available until the rental cabin is ready for occupancy. PMCC will use all reasonable efforts to have the cabin ready for guest occupancy at check-in time, but PMCC cannot guarantee the exact time of occupancy. Please call our office in advance if you are arriving after 5:30 PM so key arrangements can be made. If late arrival, you are required to pay balance in full before key can be left for you. Please visit the office first thing the next morning to obtain a copy of your receipt. Credit cards must be presented.

**CHECK-OUT TIME is 11 AM** at PMCC's office. Please be prompt as to allow us to have adequate time to prepare the cabin for the next guests. When checking out, return all keys to PMCC office before leaving. There will be a ½ day charge assessed for late check-outs.

**CHECK-OUT PROCEDURES** – We ask that you please comply with the following items prior to check-out:

- Property should be left in the same condition it was when you arrived. An extensive cleaning charge may be incurred.
- All trash must be put in the outside garbage cans. No trash to be left on deck or on grounds.
- Please lock all windows and doors, set A/C to 78 or heat on 55 degrees depending on the season.
- We ask that you please load all the dishes, pots, pans, and kitchen utensils in dishwasher and turn it on. (housekeeping will unload it)
- PMCC is not liable for items left behind. If an item is left, please contact PMCC immediately. We will do our best to locate and return the item, but we cannot make any guarantees. For an item to be

shipped back to a guest; guest is responsible for shipping fee's plus \$10 handling fee.

**TAXES AND FEES** –Applicable taxes are 8% state tax and 3% hotel/motel tax on all rentals.

**RESERVATION REQUIREMENTS – A Deposit and valid credit card is required at the time of** your reservation. Please do not reserve online if desired date is within 48 hours. Please call the office and speak to a reservations agent. PMCC accepts as payment MasterCard, Visa, and American Express. PMCC will not accept checks or cash for any reservation deposits. Your credit card **MUST** be presented to the front desk at check-in for the balance of your stay. You must be 25 or older to reserve a chalet, no exceptions.

**SPECIAL OFFERS & PACKAGES:** Reservations made with Special Offers cannot be changed after confirmation. Specials cannot be combined or applied to existing reservations. Please call Reservations Desk to book all Special Offers so that we can discuss questions with you. Restrictions may apply. Rates are subject to change without notice; availability of special offers may be limited.

**RESERVATION CONFIRMATION** – Confirmation of the reservation will be mailed or emailed to Guest(s) upon receipt/authorization of the advance reservation payment deposit. Please review the confirmation for accuracy of dates, mailing address, number of adults and/or children and chalet assignment and rate. Please contact PMCC office if there are any errors.

Occupancy is limited to **REGISTERED GUESTS ONLY**. Absolutely no overnight visitors are allowed without prior arrangements made in advance with PMCC. Children are considered people too so please make sure to include the total of all overnight guests when making reservations. For day guests and additional guest see below.

**ADDITIONAL OVERNIGHT GUESTS** (More than the reservation agreement states) – Additional guests must be pre-approved by PMCC and there will be a charge of \$25 per person per night. This includes all children of all ages.

**DAY GUESTS** – Chalet renters may have additional day guests. A day guest is defined as someone who arrives on the property after 9 am and departs before 9 pm daily. Each chalet is limited to the number of day guests equal to the number of registered guests per chalet. For example, a 3 bedroom chalet with 6 registered guests can have up to 6 day guests.

**CANCELLATIONS** and changes to existing reservations. We require a 14-day advance notification of any cancellation OR any down-sizing of an existing reservation for 1, 2, 3 bedroom chalet rentals; and a 30-day notice is required for any 4, 5 and 6 bedroom units, the Lodge. This helps ensure a refund of your deposit. Your deposit will be forfeited if we are not notified in advance of these time frames of your cancellation. A cancellation fee of \$35 will be charged for all cancellations inside of change period.

**RETURNED CHECKS** – A \$35 service charge will be incurred for any returned checks.

**ADDITIONAL FEES** – Additional fees may be incurred by registered guests due to damage or negligence caused by the guest(s). PMCC Resort reserves the right to charge any credit card on the registered guest's reservation for said costs. This can occur after guest leaves premises and damages are found. The guest will be notified via US Mail. This includes but not limited to linens, furnishings, electronics, structure, property and surroundings.

**CABIN DESCRIPTIONS AND RATES** – Information regarding the individual cabins is believed to be accurate but cannot be guaranteed. We have made every effort to ensure that all the information on PMCC's website is current and accurate. The possibility of errors and omissions still exists. We will be happy to confirm all the information or answer any of your questions prior to booking your reservation. Rates, furnishings, fees and taxes are subject to change without notice. Most of our properties can be rented for a two-night minimum stay. Minimum night requirements may vary, but standard is two night minimum for non-holiday, there is a three night minimum for some holiday weekends and special events.

*About our 1 and 2 bedroom rentals: All of our chalets are three bedrooms or more. However, we have found over the years that couples and/or families of 4 wanted to just rent part of the chalet at a lower rate. To accommodate this, we introduced the 1, 2, 3 bedroom program. Some chalets are able to "lock-off" the extra bedrooms, giving the guest full access to the living/dining room, kitchen, 1 bath and deck, yet only paying the 1 or 2 bedroom rate. Refer to the Chalet Details to see which units can be rented this way. Dates and restrictions apply.*

**CABIN FURNISHINGS & EQUIPMENT** – All cabins are privately owned with furnishings and equipment provided by the cabin owner. PMCC cannot make any changes to this. Moving of furniture is prohibited. Decor, style, color and themes will vary between cabins. Furnishings are subject to change without notice. If furnishings are damaged, costs to repair or replace may occur. You cannot move any furniture if you do, there will be a \$100 fine charged upon departure.

**LINENS** – All PMCC rental cabins are supplied with bed linens, towels, blankets and pillows. These items are not changed during your stay, but we do provide Linen Exchange for no additional fee. PMCC provides your **initial supply** of toilet paper, soaps, detergents and trash bags etc. for your convenience. Please come to the onsite office any day from 8:30am to 5:30pm for linen exchange. If excessive damaged is caused to the linens provided, additional costs may be incurred.

**PETS** – We have select chalets that are designed and designated as "Pet-friendly." Rules and policies apply. A \$35.00 per day charge (not to exceed \$140) is required as well as a signature on a responsibility waiver. This pet fee is NOT a cleaning fee. If damage is caused by your pet, additional fees

will be charged; i.e. soiled carpets or linens, damaged furniture or furnishings. All pets must be housebroken and kept in a crate when unattended. In consideration for our guests with allergies, we do not allow pets in our rental units that are NOT designated specifically as "pet-friendly." There is a \$200.00 FINE for any renter found with a pet in a non-designated pet-friendly cabin. For the safety of other guests, PMCC Management reserves the right to ask a guest to remove any dog from the premises. Pets are not allowed in office, swimming pool area, swimming pool or the lake. All pets must be on a leash when outside.

**NO CATS ARE ALLOWED! TWO DOG LIMIT!**

**KEYS** – All keys must be returned to the PMCC office upon Check-out. Our rental cabins are privately owned and Guests are responsible for lost keys. There is a \$15 charge for lost keys. If the key is returned within seven days, we will refund \$5.

**CABLE & WIRELESS INTERNET SERVICE** All cabins have cable TV and access to wireless hotspots throughout the resort at no additional charge. However PMCC has no control over cable outages, wireless access or connection issues and does not provide technical computer support. Internet access is not guaranteed. Although we provide hotspots, we encourage our guests to get out, enjoy one another and pretend it's 1990 again!

**FIREPLACES** –Several cabins have wood burning fireplaces. WOOD BURNING fireplaces are seasonal and PMCC will provide wood, free of charge, for your convenience, from November 1 through March 31. No fire will be left unattended and no other item (charcoal, accelerants, etc.) will be burned in wood log fireplaces. Please prevent from having fires on the morning of checkout.

**BARBECUE GRILLS** – Our cabins have charcoal grills for your use. Charcoal is NOT provided. **No firewood shall be burned in the grills or anywhere other than in the fireplace. No outdoor wood fires are allowed on property. If this rule is broken a nominal fee will be charged.** This is a wooded resort, please take that into consideration.

**RECREATION AMENITIES:** All recreation use is at your own risk and is free to our registered guests. All equipment is available for checkout for no charge at the Front Desk. For any equipment that is lost, damaged or not returned, a cost will be charged to the Chalet Rental bill. All amenities open at 9AM, close at 11PM. Please respect noise level to accommodate other guests.

**CONDUCT and NOISE** –Occupancy and use of premises shall not be such as to disturb or offend neighbors and guests, damage cabins or facilities or endanger others, including but not limited to: parties, speeding, or any loud or disruptive activities. We ask that group activities and parties as well as use of amenities STOP AT 11 PM. No exceptions. We do not allow the riding of ATVs or Off Road Motorcycles/Dirt Bikes, excessive noise and/or obnoxious behavior, discharging of Firearms, BB/Pellet Guns, Paint Ball Guns, and Potato Cannons. We do not allow FIREWORKS in the Village. PMCC has the

right to demand that violators and disruptive Guests vacate the premises. NO REFUNDS will be offered.

**SMOKING** – Smoking is not permitted inside any cabin, if proof of smoking is found a \$200 fee will be charged upon check out. Outside smoking is permitted but please do not litter and please make sure all butts are extinguished. Remember, we are in a dry wooded area.

**ALCOHOLIC BEVERAGES** – Georgia Law allows no drinking of alcoholic beverages by persons under the legal age of 21.

**ANIMALS and INSECTS** – Welcome to our wooded resort: deer, turkeys, possums, raccoons, ladybugs, palmetto bugs, carpenter bees, wasps, scorpions, ticks, ants, chiggers, etc. may be encountered in the area. We do spray monthly and you may encounter dead bugs inside the unit after housekeeping has cleaned. There is no refund for the presence of typical woodland creatures.

**REPAIRS – SERVICE CALLS** – PMCC cannot guarantee against mechanical failure of heating, air conditioning, TVs, cable, VCR/DVD players, modems or other appliances. Please report any equipment that is not operating properly. PMCC will make every effort to resolve the problem as quickly as possible. Should a repair person make a call to a cabin and find the equipment in working order and the problem was due to Guest(s) oversight or neglect, the charge for the service will be the Guest(s) responsibility. All maintenance repairs must be reported to PMCC between 9 AM and 5 PM. Guest(s) understand and agree that PMCC or its repair people might need access to the cabin for the purpose of making the repair.

**TERMINATIONS BY OWNER/SUBSTITUTIONS** – PMCC strives to comply with all Reservations Requests, however, due to circumstances beyond our control, changes in cabin ownership, rental status, mechanical problems, etc., we cannot absolutely guarantee a specific cabin. PMCC reserves the right to change your cabin without notice or liability should the cabin become unavailable for any reason. **Neither the owner nor PMCC shall be liable for events beyond their control which may interfere with you visit.** This may include but not limited to Acts of God, acts of Governmental agencies, fire, war, inclement weather and construction noise. No rebate or refund will be offered in these circumstances. We will try to offer a comparable cabin at the same rate satisfactory to you. PMCC will attempt to give you as much notice as possible so other arrangements can be made.

PMCC reserves the right to refuse service to anyone. All rental cabins are leased without regard to race, color, religion, sex, national origin or handicap.