

# Pine Mountain Club Chalet Resort Rental Policies

Pine Mountain Club Chalet (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.

**All rates and policies are subject to change without notice.**

**Daily Office Hours are 8:30 AM – 6:00 PM**  
**Off Season hours may be abbreviated**

- Standard Chalet Rental requires a two (2) night minimum.
- Rental of Chalets during the Holidays require a two (2), three (3) or four (4) night minimum rental:
  - o Two (2) night minimum rental required for Christmas, and New Year's
  - o Three (3) night minimum rental required for Memorial Day, July 4th, Labor Day,;
  - o Four (4) night minimum rental required for Thanksgiving
- Seasonal one-night rental available for three (3) bedroom Chalets only and requires an additional \$40 surcharge fee. One-night stays must be paid in full in advance when booked, and can only be reserved through the PMCC office.
- Pet Charge is additional \$35 per day (not to exceed \$140) and in designated Chalets only. There is a two (2) dog limit. Refer to PETS Section for more information.

**CHECK-IN TIME is 3 PM.** Please plan your travels accordingly. Check-in is located at the PMCC Office. Keys are not available until the Chalet is ready for occupancy. PMCC will use all reasonable efforts to have the Chalet 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 critical arrangements can be made. If late arrival, you are required to pay the balance in full before the 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. Half day charge will apply for early arrivals.

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

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

- The property should be left in the same condition it was when you arrived. If needed, an extensive cleaning may be charged.

- All trash must be put in the outside garbage cans. No waste to be left on the deck or grounds.
- Please lock all windows and doors, set the air conditioner 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 the dishwasher and turn it on. (Housekeeping will unload it)
- PMCC is not liable for items left behind. If an article is left behind, please contact PMCC immediately. We will do our best to locate and return the article, but we cannot make any guarantees. For an item to be shipped back to a guest; guest is responsible for the cost of shipping plus \$15 handling fee.

**TAXES AND FEES:**

- o Applicable taxes are 8% state tax and 5% hotel/motel tax on all rentals.
- o One-time Cleaning Fee is assessed for each Chalet.
- o Resort Fee is assessed daily for each Chalet.

**RESERVATION REQUIREMENTS: A deposit from a valid credit card is required at the time of your reservation.** Please do not reserve online if the desired date is within 48 hours. Please call the office and speak to a reservations agent. PMCC accepts MasterCard, Visa, and American Express. **No Personal Checks accepted.** Credit cards MUST be presented to the front desk at check-in for the balance of your stay. You must be 25 or older to rent 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 any 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 may be mailed or emailed to Guest(s) upon receipt/authorization of the advanced reservation payment deposit. Please review the confirmation for accuracy of dates, mailing address, number of adults and 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.

- o Two (2) bedroom maximum 4 guests.
- o Three (3) bedroom maximum 6 guests.
- o Four (4) bedroom maximum 8 guests.
- o Five (5) bedroom maximum 10 guests.
- o Six (6) bedroom maximum 12 guests.
- o Eight (8) bedroom maximum 20 guests.

**ADDITIONAL OVERNIGHT GUESTS:** Additional guests must be pre-approved by PMCC, and there will be a charge of \$30 per person per night. This rule includes all children of all ages.

**DAY GUESTS: The Rental of the Chalets are for lodging only.** No events of any kind are permitted within the Chalets without written permission from PMCC. Renters may have additional day guests, and 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 three bedroom chalet with six registered guests can have up to 6-day guests.

**CANCELLATIONS/TRANSFERS/DOWNSIZING of RESERVATIONS:** A 14-day advanced notification is required for the cancellation, down-sizing or transferring of an existing reservation for a one, two, or three bedroom Chalet rentals. A 30-day notice is required for any 4, 5, 6 or 8 bedroom Chalet rental. Your deposit( less a cancellation fee) is returned if canceled prior to 14 days of arrival for a 1,2,3 bedroom and 30 days prior to arrival for a 4,5,6,or 8 bedroom. Your full deposit will be forfeited if we are not notified of cancellation or reservation changes in the above timeframes. A cancellation fee will be charged for all cancellations or modifications within the change period.

**ADDITIONAL FEES:** Registered guests may incur additional fees 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. Additional charges can occur after a guest leaves premises and damages are found. The guest may be notified via US Mail or email. Other fees may include but not limited to, linens, furnishings, electronics, structure, property, and surroundings.

**CHALET DESCRIPTIONS AND RATES:** Information regarding the individual chalets 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. 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 the standard is the two-night minimum for non-holiday, there is a three or four night minimum for some holiday weekends and special events.

*All of our Chalets are three bedrooms or more. However, we have found over the years that couples and families of four wanted just to rent part of the chalet at a lower rate. To accommodate this, we introduced the two (2) bedroom program. Some chalets can "lock-off" the extra bedrooms, giving the guest full access to the living/dining room, kitchen, one bath, and deck, yet only paying the two bedroom rate. Refer to the Chalet Details to see which units can be rented this way. Dates and restrictions apply. (Bed sizes and lock-offs are pre-determined, call for more information.)*

**CHALET FURNISHINGS & EQUIPMENT:** All Chalets are privately owned with furnishings and equipment provided by the chalet owner. PMCC cannot make any changes to this. Moving of furniture is prohibited. You cannot move any furniture if you do, there will be a \$100 fine charged upon departure. 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.

**LINENS:** All PMCC rental chalets 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 for your convenience. Please come to the office from 8:30 am to 5:30 pm 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 the damage is caused by your pet, additional fees will be charged. (i.e. Stained carpets, 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 chalet or has not disclosed pet. 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, 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 chalets are privately owned, and Guests are responsible for all keys. There is a \$15 charge for non-returned keys.

**CABLE & WIRELESS INTERNET SERVICE:** All chalets 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.

**FIREPLACES:** Several chalets have wood-burning fireplaces. WOOD BURNING fireplaces are seasonal. (November 1st through March 31<sup>st</sup>). Guest may purchase wood bundles through PMCC for a small additional fee. No fire will be left unattended, and no other item (charcoal, accelerants, etc.) will be burned in wood log fireplaces. No fires in the fireplace on the morning of checkout. No outdoor fires permitted. (Campfires, chimenea, or torches).

**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 the property. If this rule is broken a \$250 fee will be charged. (Oil fryers are only permitted on pavement or gravel).** This is a wooded resort; please take this into consideration.

**RECREATION AMENITIES:** All recreation use is at your own risk and is available to our registered guests. All equipment is available for checkout 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 9 AM, close at 10 PM. Please respect the noise level to accommodate other guests.

**CONDUCT, NOISE, & QUIET HOURS:** 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 all gatherings that use the amenities STOP AT 10 PM — no exceptions. We do not allow the riding of ATVs or Off Road Motorcycles/Dirt Bikes, excessive noise and obnoxious behavior, discharging of Firearms, BB/Pellet Guns, Paint Ball Guns, and Potato Cannons. We do not allow FIREWORKS in the Chalet Village. PMCC has the right to demand that violators and disruptive Guests vacate the premises. NO REFUNDS will be offered. (Chalets are for lodging purposes only).

**SMOKING:** Smoking is not permitted inside any Chalet if proof of smoking is found, a \$200 fee will be charged upon check out. Smoking outside of the chalets are permitted but please do not litter and make sure all cigarettes butts are extinguished.

**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, spiders, field mice, chiggers, etc. may be encountered in the area. We do spray monthly, and you may encounter dead bugs inside the chalet after housekeeping has cleaned. There is no refund for the presence of typical woodland creatures.

**REPAIRS OR 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 correctly. PMCC will make every effort to resolve the problem as quickly as possible. Should a repair person make a call to a chalet 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 chalet for repair.

**TERMINATIONS BY OWNER/SUBSTITUTIONS:** PMCC strives to comply with all Reservations Requests, however, due to circumstances beyond our control, changes in chalet ownership, rental status, mechanical problems, etc. cannot be guaranteed for a specific chalet. PMCC reserves the right to change your chalet without notice or liability. **Neither the owner nor PMCC shall be liable for events beyond their control which may interfere with your 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 provide a comparable chalet 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.