

# 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 – 5:30 PM**

**Off Season hours may be abbreviated**

Rental of Chalets require a two or three night minimum rental:

- o Two night minimum rental required for all seasonal stays.
- o Two night minimum rental required for the following holiday weeks: New Year's, MLK, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day, Columbus Day, & Christmas.
- o Three night minimum rental required for Thanksgiving week

Off-Season(Jan/Feb) one-night rentals are available for three bedroom Chalets only and requires an additional \$40 surcharge. One-night stays must be paid in full when booked, and can only be reserved through the PMCC office. These stays are non-refundable.

**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 after-hours arrangements can be made. If late arrival, you are required to pay the balance in full before the key can be left for you. Photo ID & Credit card must be presented. A half day charge will apply for early arrivals. The chalets are supplied with bed and bath linen for the number of registered guests. We also supply you with your starter supply of toilet tissue, face soap, dish detergent, dish liquid, and trash bags. There is a local general store for any additional items needed (i.e. paper towels or surplus of basic items).

**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; make sure all doors are locked & 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:

**\*\*All keys must be returned to the PMCC office upon Check-out. There is a \$15 charge for keys not returned at check-out.**

- The property should be left in the same condition as when you arrived. If an extensive cleaning is needed beyond our standard cleaning, you may be charged an additional \$150 fee.
- 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. No fires to be burned in fireplace the day of departure.
- 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 forgotten. 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, guest is responsible for the cost of shipping plus an additional \$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.

**DIRECT RESORT BOOKINGS & CANCELLATION POLICIES:** Is defined as a reservation made thru our direct office or website.

A deposit of your first night's stay is required at the time of booking. PMCC accepts MasterCard, Visa, and American Express. No pre-paid cards, cash, or personal checks accepted as deposits. Credit cards & photo ID 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.

**CANCELLATIONS—DATECHANGES—DOWNSIZING:** An advanced notification is required for the cancellation, datechange, or downsizing of an existing reservation:

- o Three bedroom chalets require a 30 day notice to cancel/change dates/ downsize. Your deposit will be forfeited if we are notified less than 30 days prior to arrival date. For cancellations made more than 30 days in advance, a one time service charge of \$50 will apply.
- o Four & five bedroom chalets require a 45 day notice. Your deposit will be forfeited if we are notified less than 45 days prior to arrival date. For cancellations made more than 45 days in advance, a one time service charge of \$75 will apply.
- o The Mini Lodge (6 bedroom) & Gussie's Lodge (8 bedroom) require a 60 day notice. Your deposit will be forfeited if we are notified less than 60 days prior to arrival date. For cancellations made more than 60 days in advance, a one time service charge of \$100 will apply.

#### **3<sup>rd</sup> PARTY BOOKINGS & CANCELLATION POLICIES:**

**(I.E. Expedia, airBnB, VRBO)**

-Is defined as a reservation made thru one of our 3<sup>rd</sup> party affiliates.

3<sup>rd</sup> party affiliates require the total trip stay to be paid in full at the time of booking. PMCC accepts MasterCard, Visa, and American Express. Credit card & photo ID MUST be presented to the front desk at check-in. You must be 25 or older to rent a Chalet, no exceptions. 3<sup>rd</sup> party bookings are subject to the affiliates' policies and terms, PMCC has no control over affiliates' agreements.

**CANCELLATIONS--DATE CHANGES--DOWNSIZING:** For all 3<sup>rd</sup> party reservations, Guest will be required to contact the affiliate with which they reserved as each affiliate has their own policy terms. A one time service charge will apply for any cancellations.

**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 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 in writing, and there will be a charge of \$25 per person per night. This rule includes all children of all ages.

**DAY GUESTS: The rental of the chalets are for lodging only. No special events of any kind are permitted without written permission from PMCC.** Should you wish to host a special event, please contact our Group Sales Manager. Renters may have additional day guests, however, all day guests must be approved, in writing, prior to the day of check-in. PMCC reserves the right to refuse any Day Guests on resort property.

A day guest is defined as someone who arrives on the property after 9 am and departs before 9 pm daily. A day guest must stop at office to register for Day Car Pass. Each Chalet is strictly limited to the number of day guests equal to half the number of registered guests per chalet. For example, a three bedroom chalet with six registered guests can have up to 3-day guests.

**VEHICLES:** All vehicles must obtain and display resort car passes while on property. This includes any Day Guest vehicles. Each chalet has a maximum vehicle allowance: any additional vehicles must be pre-approved.

- o Three (3) bedroom maximum 3 cars.
- o Four (4) bedroom maximum 4 cars.
- o Five (5) bedroom maximum 5 cars.
- o Six (6) bedroom maximum 6 cars.
- o Eight (8) bedroom maximum 8 cars.

**PMCC Resort does not permit any RVs, campers, trailers, ATVs or other recreational vehicles.**

**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.

**PETS: (DOG POLICY):** We have select chalets that are designated as "Dog-friendly." A \$35.00 per day charge is required as well as a signature on a responsibility waiver. This pet fee is NOT a damage fee. If the damage is caused by your pet, additional fees will be charged. (i.e. Stained carpets, linens damaged, or furnishings). All pets must be housebroken and kept in a crate when unattended. All pets must be on a leash when outside. In consideration for our guests with allergies, we do not allow dogs in our rental units that are NOT designated specifically as "dog-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 your 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 the office, swimming pool, or the lake.

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

**ANIMALS and INSECTS:** Welcome to our wooded resort. We do spray monthly, and you may encounter insects inside the chalet after housekeeping has cleaned. **There is no refund for the presence of typical woodland creatures.**

**CABLE & WIRELESS INTERNET SERVICE:** All chalets have cable TV and wireless internet. 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 1<sup>st</sup>). Guest may purchase wood bundles through PMCC office 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 departure. 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 is at your own risk and is available to our registered guests only. (Sorry, Day Guests are not permitted to use amenities. I.e: swimming pool & lake are for overnight guests only). 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 card on file.

**CONDUCT, NOISE, & QUITE HOURS:** The resort maintains quiet hours between 10pm and 8am. Guests acknowledge that if their group becomes a disturbance during their stay, requiring a call from the Night Manager, they will be billed \$50 for each call out received. 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 do not allow the 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, OF ANY KIND, is not permitted inside any Chalet.** If proof of smoking is found, a \$200 fee will be charged to the card on file. 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.

**REPAIRS OR SERVICE CALLS:** PMCC cannot guarantee against mechanical failure of heating, air conditioning, TVs, cable, 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 \$50 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.

**CHALET DESCRIPTIONS:** Our cabins are individually owned and are furnished to each owners' discretion. 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. Décor, furnishings, and amenities are subject to change without notice.

**TERMINATIONS BY OWNER/SUBSTITUTIONS:** PMCC strives to comply with all reservation 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. 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.