

# *MAJESTIC HAVEN*

## *Reservation Agreement & Policies*

### **Introduction**

Majestic Haven is a brand new log home near the Smoky Mountains with fantastic, panoramic views and luxurious amenities. Majestic Haven is privately owned. We are only 10 minutes from Dollywood, 5 minutes from the Parkway in Pigeon Forge, and 20 minutes from Gatlinburg. Relax and enjoy the breathtaking view of the mountains.

### **Minimum Nights**

Majestic Haven requires a 2-night minimum stay during most times of the year. A 3-night minimum stay is required for Memorial Day, July 4th, Labor Day, New Years and the month of October. A 4-night minimum stay is required at Thanksgiving and Christmas.

### **Terms of Payment**

All deposits to Majestic haven must be made by a major credit card (Visa, MasterCard, and American Express,). To make a reservation, have your credit card handy and call us at 865-414-7042 or make payment online. To reserve your cabin you will need to make payment for the first night which includes a non-refundable \$45 reservation fee.

Personal Checks must be received 30 days or more prior to your arrival date. No Balance Transfer, Personal or Company Checks will be accepted at check-in. If you used your credit card for your initial deposit, you are the only person who can sign our Guest Registration forms accepting responsibility for the rental unit. If your name is on the reservation, you need to be the first to arrive and check-in, plan your arrival time accordingly. We can not check the rest of the group in if the person whose name is on the reservation is not present to sign in.

All prepayments will be deposited into an interest bearing escrow account in which interest earned will be dispersed to Majestic Haven.

### **Rates**

Rates are based upon maximum occupancy. You must provide your reservation staff member with the number of guests, including children, when making your reservation. For fire safety reasons, we must account for all individuals occupying the rental unit during your stay. If you are found exceeding occupancy limits or having more guests than you registered for at check-in, you will be asked to vacate the premises and no monies will be refunded. It is best to be upfront with Accommodations by Majestic Haven. Honesty is the best policy. Amounts quoted are in U.S. Currency (\$).

### **Online Reservation Policy**

At this time rates currently set up in our Online Reservations Booking do not include charges for additional people, certain specials, or apply logic as to the best special for you. Your credit card will not be charged until your rate is figured correctly (if applicable) and you have been notified of your total by one of our reservation staff members. We must confirm your reservation with you verbally. Please list the phone number(s) that will allow us to make this contact with you when placing your online reservation. If you have not been contacted within 24 hours after you have initially placed your online reservation, please call the office at 1-865-414-7042 and confirm that we have received your reservation request.

### **Damage Deposit**

A Damage Deposit is required at check-in using a major credit card. The amount will be \$300. An authorization only will be run on your major credit card and will automatically be taken off your credit card ten (10) days after departure provided there is no damage done to the cabin. When

you stay with Majestic Haven, you will be staying in an expensive, privately-owned home. If extra cleaning is required after you leave, it will cost a minimum of \$100, depending on the nature of the extra cleaning.

Guest(s) shall inspect and be familiar with proper use and application of all items in the home prior to using them. Guest(s) hereby agrees to indemnify and hold Majestic Haven and/or owner harmless from any and all claims including those of third parties, arising out of or in any way related to a Guest(s) use of premises or the items of personal property provided therein. Guest(s) assumes the risk of injury, death, or other losses relating to any recreational activities or use of the premises and will hold the owner and its agents harmless with respect thereto.

Guest(s) agree to leave premises in an undamaged condition. If unit is not left in the same condition the Guest(s) found it in, the Guest(s) understands and agrees that the Agent reserves the right to charge the Guest(s) for any repairs or special cleaning. The Guest(s) will provide a credit card at check in as a security deposit. Guest(s) hereby authorizes the Agent to charge any expenses related to the repairs or cleaning of the unit beyond normal wear and tear or related to any theft or vandalism of any property from the unit to the Guest(s) card on file. Should the Guest(s) dispute the charges or if the credit limit on the credit card is not sufficient to cover the theft and/or repairs/cleaning required due to excessive use of the cabin, the Agent reserves the right to charge the Guest(s) with vandalism and pursue collection from the Guest(s) with venue being in the county of Sevier, State of Tennessee. All reasonable attorney fees will be at the expense of the Guest(s) should collection become necessary. Items missing from the property will be replaced at current retail value plus a \$25.00 service fee and charged to the Guest(s).

**Initials** \_\_\_\_\_ **Initials** \_\_\_\_\_

**Majestic Haven is Non-smoking.** A cleaning fee of \$150 - \$750 will be assessed for any deviation.

**Our cabin is not "pet friendly"** - A cleaning fee of \$150 - \$750 will be assessed for any deviation.

### **Check In & Check Out**

Check-in is 4 P.M. In order to allow the time needed to prepare the cabin to our standards, we do not provide early check-in. If you will be arriving after 6:00 PM you must call the office and let us know. You will need to bring your drivers license, credit card used for deposit, auto tag number for check-in. We will make a copy of your Driver's License and we will make a copy of the credit card that you placed the reservation with in our credit card imprinting machine. The tag number of your vehicle will also be recorded in our paperwork.

Check-out time is 11:00 AM. You will be expected to put trash in the receptacle located outside, place dishes in the dishwasher and start it, secure the cabin with all doors and windows locked and turn the lights out. We ask that you adhere to this check out time. Additional fees apply if unit is not vacated by 11:00 a.m. You must call the office when leaving. Please do this after packing the car and saying good-bye to one another. We are in constant contact with the cleaning staff and we dispatch them as soon as we get the call from you.

The guest(s) shall be provided a lock box at the property in which they are occupying. Under no circumstances shall the key be removed for an extended period of time. Should the key become lost or misplaced, the guest(s) shall be charged \$50.00 at departure to have the property re-keyed.

After hours, if the guest(s) is locked out of the unit, there will be a \$50.00 charge for someone to return to the office to issue another set of keys. Payment is due before the new key is issued.

### **Grill Safety**

Grills are prohibited from being moved. We canvas the property often, for safety purposes, trash

pickup, etc. Cabins are all wood structures plus the resort is surrounded by trees. One hot coal or one out-of-control flame could be disastrous. We can't allow you to be responsible for causing damage and perhaps taking a life. **Together We Can Save One Of Natures Most Beautiful Resources – The Great Smoky Mountains National Park.** Please use the grill with care. Be sure gas valve is turned off after use.

### **Accommodations**

The number of occupants is restricted to the number listed on the reservation. There must be at least one (1) adult age 21 or older in residence and on the premises at all times if children are present.

Occupancy and use of premises shall not disturb or offend neighbors or residents. The agent shall (retain the right to terminate this agreement and to ask disruptive guests to vacate the premises with no refund of rent paid).

### **Cancellations and Rental Changes**

Should you find it necessary to cancel your reservation, your deposit will be refunded if you notify us in writing 30 days prior to your scheduled arrival date. We must be notified in writing for your deposit to be refunded. A verbal cancellation will not be accepted. ***The \$45.00 non-refundable reservation fee will not be refunded under any circumstances.***

If you cancel 14 days prior to your arrival date, your money will not be refunded, but will be held for a future reservation for you. That reservation must be completed within one year of the original arrival date and cannot be changed or rescheduled.

If you cancel within the 14 days of your arrival, your deposit will not be refunded unless another reservation is secured for the same accommodation and dates.

### **House Parties or Wedding Receptions**

At no time during your stay is a party allowed. If you are caught having a party of any sort, you will be forced to leave immediately and no monies will be refunded. You will also forfeit your damage deposit. We do not tolerate house parties of any sort. When at Majestic Haven please be mindful of your neighbors. Keep noise to a minimum and quiet time is from 11:00 PM until 9:00 AM. Upon check-in, we reserve the right to refuse service if any sort of party is suspected.

### **Left behind Policy**

Should the guest(s) leave any items behind and those items are located, the agency will package the item and return it to the guest C.O.D.

### **No-Show Policy**

If you are a "no show" and do not call, **we will not refund** any of your deposit. You must understand the unit was held off the market just for you.

### **Housekeeping & Amenities**

The cabin is made up with a supply of linens and towels. All kitchens are fully equipped along with a starter supply of soap, dishwashing detergent, toilet paper, trash bags and paper towels. Majestic Haven has its own phone number. You are responsible for all your long distance calls. You can receive incoming calls excluding collect calls. You can make local calls which are free, long distance calls can be made using your personal credit card, calling card or by calling "collect".

### **Hot Tub**

Please remember there are certain health risks that are associated with using a Hot Tub. Our housekeepers drain, sanitize, refill and replenish chemicals in the tub prior to your arrival; therefore, it may not be warm till 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, leave the cover on so the Hot Tub will stay warm and debris will stay out. Please

shower before using the Hot Tub as some body lotions/etc. mixed with the Hot Tub chemicals can cause a rash on your skin. If you have further concerns about the use of the Hot Tub contact your personal physician.

### **Refunds**

We will do everything we can to make sure your cabin is ready for you. Any damages or problems not reported by the tenant upon arrival will be charged to the tenant. No refunds will be issued for early departure, malfunctions in the equipment (i.e. Hot Tubs, saunas, Jacuzzi, televisions, stereos or VCR) or weather conditions.

Renters will be held responsible for any damaged or missing items or damage to the premises during their stay. We cannot be responsible for any items lost or stolen during your stay. We do everything to keep all equipment in good working order. If something is not working properly, we will do our best to get it up and running for your stay. If you call after hours to report something and it is a true emergency then you will be contacted back as soon as possible. If it is not a true emergency and it can wait, please contact us the next day during business hours. Our business hours are 9:00 AM - 8:00 PM Monday-Friday and 9:00 AM – 6:00 PM Saturday and Sunday.

There will be **no refunds for early check out.**

### **Road Conditions**

We do not refund due to road conditions. Please ensure you are prepared for possible weather and road conditions as we do not refund rental fees due to weather or early departure. When preparing for a stay during the winter months, you should pack as if you are going camping. Please bring along flashlights, drinking water, warm clothes (in the event of a power outage) and a cooler for storing food. Our units are equipped with grills so you can cook food in the event of a power outage. Bringing non-perishable items is also a good idea. To assist you in planning, we provide links to weather and road conditions.

### **Fireplace(s) Policy**

Gas logs in the fireplace are not to be rearranged by the guest(s) for any reason. A cost to reset the logs will be charged to the guest(s). Note: all gas will be turned off starting Memorial Day and will not be turned on until October 1<sup>st</sup>. Fireplaces are not usable during this period of time.

Majestic Haven is privately owned; Majestic Haven shall not be responsible for any accidents, injuries or illness that occurs while on the premises or its facilities. Nor is Majestic Haven or the owner responsible for the loss of personal belongings or valuables of the guest. By accepting this 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 premise.

We hope you enjoy your stay at Majestic Haven.

If my reservation has been made online, I have read and agreed to the Reservations Policy and Agreement.

This rental agreement must be returned to Majestic Haven before taking occupancy of the unit.

**Absolutely no exceptions.**

We reserve the right to change rental assignments without prior notice or liability in the event of the sale or unavailability of the property.

Every effort has been made available to insure accuracy; however we are not responsible for errors in this website. All descriptions and rates are subject to correction or change without notice.

*By signing below, I have read and agree to abide by all of the above documentation and regulations. Also note we need you to initial in the center of the Damage Policy on page 2 and that you fully understand the responsibilities associated with this rental agreement.*

Click here for a [printer friendly copy](#) of this agreement:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Country if outside the USA \_\_\_\_\_

Phone Number with area code: \_ (\_\_\_\_) \_\_\_\_\_

Email Address \_\_\_\_\_

Fax Number (if available) \_\_\_\_\_

I will be paying my deposit  by mail  online  credit card

<p>If paying by credit card we need the following information:</p> <p><input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> American Express <input type="checkbox"/> Discover <input type="checkbox"/> ECheck <input type="checkbox"/> Pay Pal</p> <p>Name on the card _____</p> <p>Billing Address _____ State _____ Zip Code _____</p> <p>Card # _____</p> <p>Expiration Date _____</p> <p>CVV # (3 digit number) _____</p>
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**By fax  
please**

**dial: 1-865-933-7973**

by mail please send the above signed policy to the following address:

Majestic Haven, LLC  
311 College Grove Rd.  
Rockwood, TN 37854