The OLD MILL LODGING
SMOKY MOUNTAIN ACCOMMODATIONS

P.O. Box 6247
Sevierville, TN 37864
Local: (865) 774-4244
Toll Free: (855) 774-4244

Wi-Fi Login: Name of Unit
Password: oldmilllodging

Vacation Rental Lease Agreement

This agreement constitutes a contract between the guest(s) GUEST and Highlands Management, LLC (HM), acting as Agent. Any monies received by HM for occupancy of vacation property indicate the acceptance of the terms and conditions of this Vacation Rental Lease Agreement. It is the responsibility of the guest(s) to be familiar with all policies within this agreement. This rental agreement is entered into by and between the renters, hereinafter referred to as "Guest", and Highlands Management, LLC (HM) hereinafter referred to as "Agent".

- **Cancellations** – Cancellations that are 90 days or greater from the arrival date will result in a 50% refund of the guest's deposit provided that notice of cancellation is received by Agent at least 90 days prior to arrival date. Cancellations less than 90 days prior to the arrival date will result in a forfeiture of all monies collected for the reservation. If property can be re-rented for the same nights or greater, we will allow you to reschedule within 365 days of initial arrival and apply monies to that stay.

- **Refund Policy –** No refunds or rent reductions will be made due to failure of appliances, equipment, or services. No refunds or rate adjustments will be given for any inconvenience due to construction noise, road repairs, early departures, delayed arrival, or reducing the number of nights originally reserved with less than 90 days written notice.

  Acts of God – Neither Owner nor Agent shall be liable for events beyond their control which may interfere with Guest's occupancy, including but not limited to: acts of God, acts of governmental agencies, fire, strikes, war, or inclement weather. No refunds will be given for storms. We are not responsible for Alien Abductions, Bigfoot encounters or an invasion of Tribbles. Gravel drives are well maintained; however, we highly recommend four-wheel drive and/or chains during the snow months. Mountain roads can be curvy and steep. We do not refund due to road conditions. No refund will be offered in these circumstances. In case of a Federal Shutdown Management will allow you to reschedule your reservations within 12 months of original arrival dates.

  You are solely responsible for your stay! We cannot come get you from the Cabin if the roads have snow or ice on them. In case of Power outage be prepared, Candles, food, fire starters and water. You are in the Mountains. Bring De Icer and chains if snow is in the forecast. There is a chance cable will go out we will not refund due to outage.

- **Smoking** – Smoking is not permitted inside any unit. Outside smoking is permitted; please do not litter. If Guest smokes inside the unit or permits it from others, Guest will be assessed $500.00 for deep cleaning to remove the odor.

- **Pets** – You acknowledge that NO PETS are allowed in or on the premises. ***Unauthorized occupancy of pets will result in a $500.00 fine, immediate eviction and loss of all rents and security payments.***

- **Hot Tubs** - No children under the age of 16 permitted in hot tubs at any time without adult supervision. When using the hot tub, remember there is a certain health risk associated with this facility. Use at your own risk. Our housekeepers drain, sanitize, refill and replenish chemicals in all tubs prior to your arrival; therefore, it may not be warm until later that evening. DO NOT SIT OR STAND ON THE HOT TUB COVERS. Hot tub covers are for insulation purposes and are not designed to support a person or persons. They will break and you may be charged $450.00 for replacement. Remember when not using the hot tub, leave cover on so hot tub will stay warm. There will be a $50.00 charge if Guest requires an additional cleaning of the hot tub during their stay. The addition of chemicals, including bath soap or body lotion, will require repair of the hot tub; Guest will be responsible for any service work caused by their misuse of hot tub.

- **Fireplaces** - Wood-burning and gas fireplaces are seasonal and are generally unavailable from May 1st through October 31st, depending on weather conditions. Please do not place paper, trash, or any other combustible materials in the fireplace. Gas fireplaces: You may notice a pilot light that stays on at all times. This is normal, so please do not turn it off. Gas fireplaces are operated using timers.

- **Pest Control** - Many different pests live and thrive in this region. Your unit has been professionally treated by a commercial pest control company with precise and complete preventative treatments in an effort to keep all the pests and bugs outside. Should you experience a pest control issue, please contact our office so Agent may attempt to correct the problem.

- **Rental Assignment Change** – Agent reserves the right to change rental assignments without prior notice or liability in the event of a sale of the rental property, or if the unit becomes unavailable. When comparable accommodations are not available, Guest will have the option of selecting from available properties or receiving a complete refund. Agent will try to give Guest as much notice as possible so other arrangements can be made.

- **Indemnification and Hold Harmless** – Guest agrees to indemnify and hold harmless the Owner and Agent for any liabilities, theft, damage, cost or expense whatsoever arising from or related to any claim or litigation which may arise out of or in connection with Guest use and occupancy of the rental property including but not limited to any claim or liability for personal injury or damage or theft of property which is made, incurred or sustained by Guest.

- **Violation of Agreement** – If Guest violates any of the conditions of this agreement, Agent may terminate this agreement and enter premises. Upon notice of termination of this agreement, Guest shall vacate the premises immediately and forfeit all rents and security deposits.

Credit Card Agreement – I am providing my credit card number as a guarantee of payment to Agent. I agree to pay all rent and charges related to property rental. I accept all terms of the lease agreement and accept all liability for rent and charges related to property rental, as well as any damage beyond normal wear and tear during the term of my lease with Agent. I understand that these costs will be charged to my credit card. In the absence of another payment arrangement, I authorize Agent to charge my credit card for payment of these items. Agent may use any funds remitted by me upon Agent's receipt of such funds.

Call for door/alarm codes on the business day (Monday through Friday) prior to arrival.

Office Hours

Monday through Friday…...9:00 a.m. to 6:00 p.m.
office # 865-774-4244

Please make sure you have called for the door code & alarm code to your rental unit before you arrive.

After Hours Emergency Numbers:

If you have an issue with your door code after hours please call 865-366-5313

If you have a maintenance emergency with HVAC, plumbing or electric please call 865-428-6919. Tell the Service what unit you are in and the nature of the emergency.