

## Facility Rental Policies

River Place on the Clinch, 2788 Hwy 70, Kyles Ford, TN 37765, Ph: 423.733.4400

**These are the policies of River Place on the Clinch. It is the responsibility of all guests to be familiar with all policies pertaining to property rentals and to verify all information for their reservation. Policies are strictly enforced.**

### Rates and Seasonal Limitations

- There is a 2-night minimum reservation for all facility rentals. This is a State of TN requirement.
- All published rates, conditions and policies are subject to change without notice.
- Some facilities may not be available during the winter. Call for more information.
- Check-in is at 3 pm and check-out is at 11 am. Hours of operation vary by season. Call for current hours of operation and to make special arrangements for check-in and check-out during off season.

### Reservations

- Must be 21 or older to make a reservation and check-in. ID will be required.
- Deposit of one night rental is required by credit card or cash to make a reservation. A valid credit card on file is an absolute requirement for all rentals regardless of payment type in case of damages. Debit cards cannot be used for deposits.

### Cancellations

- 72 hour notice of cancellation required or deposit will be forfeited.
- No-shows will forfeit deposit and be charged for scheduled reservation as agreed.
- No refunds due to weather conditions, early departures or late arrivals without express permission of management for valid emergency or extenuating circumstance.

### Payments

- Remainder of balance is due at check-in.
- We accept VISA, Master Card or cash. All funds must be US dollars.
- Credit card information is required in case of damages, even if payment is made by cash. Damages will be assessed and charges made within 7 days of check out if cabin inventory is not intact or damage is done to facility or contents.
- Group reservations of several cabins must be paid as one reservation unless each has paid a separate deposit and has a separate credit card on file. We will not split bills.

### Check-In

- Check-in time is after 3:00 pm at River Place on the Clinch Market.
- Credit card holder must be present at check-in. ID will be required.
- Guests must arrive during store hours unless express exception has been granted by management. Call for current hours of operation.
- There is no cell phone coverage, and GPS directions may not be accurate. Printed directions are encouraged to ensure on-time arrival.
- Guests will receive keys and directions to rental at time of check-in.

### Occupancy

#### Pets

- No cats. No large dogs. Small dogs under 15 lbs are acceptable with a \$20/night per pet fee.
- Related damages incurred and extra cleaning required will be charged to card on file.
- Evidence of pets in a property without prior notice or in violation of policy will result in additional charges to card on file. Guest will be asked to vacate the property with full forfeit of deposit and payment of full rental reservation. Management reserves the right to inspect premises if there is a question of unauthorized pet on premises.
- Pets left alone in the cabin are to be crated to avoid possible costly damages to the property.

### Cleaning

- River Place offers a starter set of linens, toilet paper and dish soap. Any additional needs may be purchased at the Market.
- Fresh linens may be obtained during stay by bringing soiled linens to River Place on the Clinch and requesting replacements. Please request linen replacement during non-peak restaurant hours.
- There will not be a daily cleaning service. Guest will be responsible for minor cleaning of premises during stay.

### Animals and Insects

- Rentals are treated regularly by a professional pest control company.
- River Place is located in a mountainous river region home to various insects and wildlife. Guests will most likely come in contact with these during their stay. This is the country. Country animals of all shape and sizes live here.
- Guests are encouraged to dress appropriately and bring insect repellent for outdoor activities.

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**Renter Information: Name (First and Last):** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**Number in Party** \_\_\_\_\_ **Any Pets?**  YES  NO: **If yes, # of pets staying in facility:** \_\_\_\_\_ **Pet Deposit: \$** \_\_\_\_\_ **/night**

**Vehicle Information: Make:** \_\_\_\_\_ **Model:** \_\_\_\_\_ **Year:** \_\_\_\_\_ **Plate #:** \_\_\_\_\_

**Check-In Time/Date:** \_\_\_\_\_ **Check-Out Time/Date:** \_\_\_\_\_ **Nightly Rate: \$** \_\_\_\_\_

**Amenities and Repairs**

- Published amenities are subject to change without notice.
- In the event of an appliance or mechanical malfunction, please contact the store immediately. River Place will make every attempt to repair the problem during regular business hours.
- We do not give refunds for appliance or mechanical malfunctions.
- A River Place on the Clinch authorized employee or authorized repairman may enter the premises during business hours for any purpose connected with the repair, care or maintenance of the premises.

**Extra Guests and Noise Levels**

- Guests understand and agree that the premises shall not be occupied by more than the number of people stated in the reservation or more than the maximum occupancy allowed by the property.
- Anyone with extra guests will be charged at least a minimum \$100 penalty and maximum penalty of actual damages and may be asked to leave. We do not allow parties; this is a family oriented resort.
- Please respect your neighbors and keep noise level down between the hours of 10:00 pm and 8:00 am.

**Check-Out**

- Check-out time is 11:00 am. A late check out can be requested but is not guaranteed and depends on incoming rentals and cleaning schedule.
- Keys must be returned to the office at the time of check-out and any outstanding charges settled at that time. Guests are responsible for any lost keys. If the locks in the unit must be changed or re-keyed in the event that the keys are lost, misplaced, not returned, etc. by the guest(s), the cost of this procedure will be \$50.00 and the full responsibility of the guest. Guest acknowledges River Place’s authority to charge the guest credit card for any fee incurred.
- **Guests shall leave premises in neat and undamaged condition. Cooking utensils must be washed and put away. All food must be removed from refrigerator and cabinets. All garbage must be put into garbage bags and put in outdoor cans. Furniture must be returned to original location. There must be no missing or damaged linens. Strip linens from beds and place all soiled linens together in the living room floor. Thermostat is to be set to 79 degrees in the summer and 58 degrees in the winter upon checking out of the facility. Close all windows, turn off all lights and lock all doors.**

**Damages**

- Smoking is strictly forbidden inside the cabins. If you smoke outside make sure butts are safely extinguished and placed in the trash. Do not throw butts on the ground. Any smoke smell in the unit will be cause for damage charges of \$100 as will any disengaged smoke detectors or batteries. Do not flush feminine napkins or similar items down the commode to avoid damage to plumbing and/or septic system.
- Guest on record is solely responsible for damages, accident, injury, or loss sustained by any person in party including money, jewelry, and other personal property and shall indemnify River Place on the Clinch and Clinch-Powell RC&D Council. Guest(s) assumes the risk of injury or other losses relating to any recreational activities and will not hold RPOTC responsible. RPOTC is not responsible for articles left on premises. Lost and found items will be held for 14 days and then donated to charity.

**Check Policy**

- We do not accept checks at time of check-in. You may, however, write a check for your deposit, as long as it is received in our office AT LEAST 21 DAYS PRIOR TO YOUR CHECK-IN. If your check is returned to us for ANY reason, you will incur a \$75 returned check fee, to be paid in cash, credit card or money order only.

**Policy Violations**

- Any guest found not to be adhering to the terms and conditions above may result in a partial or total forfeiture of your security deposit, will be asked to leave premises immediately and will lose all monies put forth on the facility rental.

**Liability**

- Renter shall hold RPOTC harmless and indemnified from and against all loss or damage occasioned by use, misuses or abuse of any part of or fixture on the premises, surrounding areas and from or against any omission, neglect, or default of the Renter, his/her guests or invitees.
- Hiking on the trails located near the cabins and other outdoor activities are not supervised by River Place on the Clinch. Renter agrees that he/she is hiking or participating in other outdoor activities at his/her own risk.

**Other Information**

- Cabins are not handicap accessible. Conservation center has 2 handicap accessible rooms downstairs.
- River Place on the Clinch Café offers country cooking. There are limited vegetarian choices.
- Cabin parking is limited to one vehicle. Overflow parking is nearby. No trailer parking at cabins.
- The nearest gas station is 12 miles from River Place. Please plan accordingly.
- If you are interested in River Place boat rentals, we request 24 hour notice to reserve equipment.

**Thank you in advance for abiding by the rules and policies set forth above. Be safe and enjoy your stay!**

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**Please sign to acknowledge you received the River Place on the Clinch Facility Rental Policies and intend to abide by them.**  
Enjoy your stay at River Place on the Clinch!

**PRINT NAME** \_\_\_\_\_ **SIGN NAME** \_\_\_\_\_

**CABIN** \_\_\_\_\_ **DATE** \_\_\_\_\_