

APPLEVIEW RIVER RESORT

POLICIES & PROCEDURES

CHECK IN TIME - 3:00 PM / CHECK OUT TIME - 10:00 AM

PLEASE PRINT YOUR RESERVATION CONFIRMATION & BRING IT WITH YOU.

Directions: From The Parkway (U.S. 441), turn RIGHT at traffic light 12.6 (at Walgreens) onto APPLE VALLEY ROAD. Take the first LEFT past the Apple Barn Village onto LONESOME VALLEY ROAD. Continue about a ½ mile. You will see a set of storage buildings on the left with blue roofs. Go just past these buildings into the gravel cul de sac. Our office is the yellow two-story farm house with a red tin roof on the right.

Smoking & Pets: Please note that there is NO SMOKING in all of our units and we have a NO PETS policy.

Friendliest Cancellation Policy in the Smokies: Should you need to cancel your reservation prior to 14 days of arrival you may reschedule the reservation once within 1 year and apply the deposit to that future stay with no penalty or you can choose to receive a refund less a \$50 processing fee. If you cancel within 14 days of your arrival, you must rebook your reservation for a future date applying all advanced deposits to the future booking. There are NO cancellations within 30 days of any holidays. There are also NO cancellations within 10 days of any other reservation. Should you need to cancel within 10 days of your arrival we will do all we can to rebook the unit for the full duration of your scheduled stay. If we are able to rebook your unit for the full duration of your reservation, we will issue you a refund less a \$50 processing fee.

Reservations: To make a reservation, simply pay a deposit equal to the first nights rental plus all fees and taxes. Payment in full to secure the unit is required no less than 10 days prior to arrival. If guest would like final payment to be charged to any other credit card, other than the card on file, then it is the guest responsibility to phone in the other payments on or before 10 days prior to arrival. Otherwise we will automatically charge the balance due to the original credit card on file. If unable to charge balance due to credit card on file, we will make every attempt to contact guest for final payment, as reservations not paid in full at least 10 days prior to arrival, are subject to cancellation without notice. If booking is made 14 days or less prior to arrival, then the entire balance will be charged at the time of booking.

Pursuant to the provisions of the Tennessee Code Annotated, Title 47, Chapter 18 and Title 62, Chapter 13, Section 62-13-104(b)(3), Subdivision (D)(i), Twelve 2 Resort Management, LLC. DBA Appleview River Resort discloses the following as policy:

"All advance rent deposits, damage fees, taxes, and balance of rent due are deposited into a bank rental escrow account. These deposits are considered earned income to Twelve 2 Resort Management, LLC. DBA Appleview River Resort upon receipt and may be used

immediately. Any refund considerations are expensed from the general books of Twelve 2 Resort Management, LLC. DBA Appleview River Resort on a case by case basis."

Should you need to change your dates, you can reschedule your reservation any time with no penalty, as long as the change is processed at least 14 days prior to your arrival date. If you cancel more than 14 days from your arrival, we will provide an allowance in the amount of the forfeited deposit, less any applicable sales tax, for use on a future stay within one calendar year. When the new reservation is made, a \$25 rebooking fee will be charged to the new reservation. Cancellations within 14 days of arrival, will result in all funds on deposit being forfeited.

Non-Refundable Damage Waiver: In lieu of a normal security deposit there will be a non-refundable damage waiver fee applied to each reservation of \$25. The damage waiver covers up to \$1,000 in ACCIDENTAL damages. This **does not cover negligent or willful and wanton conduct**, non-accidental damage to the unit or its contents. Guest will be responsible for all intentional or reckless damages, and the credit card on file will be charged. Guest also authorizes agent to charge any expenses relating to intentional or reckless damage, cleaning of the unit beyond a normal clean, or theft of any property from the unit, to the credit card on file for that unit. The guest who provides their credit card for the deposit is considered the "responsible party", and all necessary charges concerning said unit will be charged to the credit card on file, no matter who in the group caused the damage.

Check-in: On the day of your scheduled arrival we will send a text message to the cell number we have on file with the keyless entry door code for your unit along with instructions on operating the keyless entry. If your cell phone does not receive text messages please inform us of this prior to your arrival so we can make alternate arrangements. Receiving this text message means your unit is clean, inspected and ready for your arrival and you may check in anytime after you have received this text. If you have not received this text message prior to 3 PM please call our office for your entry code. Our office is open Monday through Friday from 9:00 AM to 5:00 PM EST. Normal Check-in time begins at 3 PM however we will do our best to have your unit ready for your arrival as early as possible and will send your code via text message as mentioned above as soon as your unit is available for check-in. . A map of the resort will be in your confirmation packet. **Please Note – In observation of these two holidays, no reservations will be scheduled for arrival/departure on: THANKSGIVING DAY & CHRISTMAS DAY.** We reserve the right to assign similar accommodations if deemed necessary by management.

Please come by the office the following business day by noon to complete your transaction if you have made arrangements to pay your remaining balance upon arrival. Also note we offer discount tickets to many of the local shows and attractions and are happy to help save you money when we can. Simply stop by and see us at the office.

Please Note – In observation of these two holidays, no reservations will be scheduled for arrival/departure on: THANKSGIVING DAY & CHRISTMAS DAY. We reserve the right to assign similar accommodations if deemed necessary by management.

Check-out: Check out time is 10:00 AM EST. Please respect check out time, as we need the time to prepare the unit for the next guest's arrival. Should you need a late check-out please call us prior to your departure day and we will do our best to accommodate your needs. Please follow the quick and simple checkout procedures located on the refrigerator in your unit. Also, please send a text message to the number that text you your entry code upon departure letting us know you have vacated the unit. Please insure the digital deadbolt on the entry door is locked by pressing the "lock shaped" button on keypad and insure door is secure upon departure and have a safe trip home. Please do not lock door handle, keypad does not unlock door handle.

Emergencies: Contact 911 for all emergencies. Use the in-room Guest Directory booklet for your unit address. Information on how to handle all non-emergency issues may also be found in your in-room Guest Directory booklet.

Clubhouse: The clubhouse and fitness center are located on the back side of our office. The door code is in your units Guest Directory Book. The clubhouse hours are 6:00 AM to 11:00 PM.

Pool/Hot tub: The pool and hot tub are located in the Orchards area. Both are heated and open on a seasonal basis. Hours are 9:00 AM to 9:00 PM. Pool towels are provided. Please follow all rules. Children are not to be left unattended. The pool is for guests and owners only. Each unit is provided with 2 Pool Passes which you should have with you when at the pool. Please do not invite outside guests who are not staying at Appleview River Resort. Life guard is not on duty.

What's provided: Bedding, towels, washcloths, make-up removal washcloths and a starter supply of paper products, coffee, coffee filters, soap, shampoo, laundry detergent, and dishwasher detergent. Additional supplies are available at our office during business hours for a nominal fee.

Basic kitchen items are also included in each unit. Please bring with you any special items you may require to prepare your favorite meals. Each unit is family owned and therefore there will be different items in each unit.

Because all units are individually owned, the amenities are subject to change at any time, without prior notification. Depending on the circumstance, a move to a similar property may be necessary. Twelve 2 Resort Management, LLC. DBA Appleview River Resort assumes no liability for personal items brought into the unit that are lost, stolen, or damaged. Gas fireplaces are seasonal amenities and may not be available for use during the summer.

From time to time, appliances, cable or satellite TV, water, telephone, internet access, electricity, etc. will break down or malfunction. While we cannot refund any monies due to these issues that may be beyond our control, we will respond as quickly as we can to make repairs and restore amenities.