

RINGOLD CABIN RENTAL POLICIES IMPORTANT: PLEASE READ ALL POLICIES BEFORE ARRIVAL

Hello, we look forward to hosting you as our guests. We are happy to have others share our beautiful cabins and the area. Keeping your cabin tidy during your stay will be your responsibility. You will also be responsible for leaving the cabin in good condition when you leave.

We hope the following answers any questions; however, if it doesn't, please feel free to email or contact our office. We hope you enjoy your visit!

ARRIVAL TIME Check-in is any time after 3:00 pm. Our cabins are self-check-in and keyless entry cabins. You will receive directions to the cabin and the key code via email 5 days before your arrival. It is very important to screenshot or print this information and follow the step-by-step directions, as your cell service may not work well and GPS does not always take you to the correct place.

DEPARTURE TIME Check-out is at 11:00 am. Owner is not responsible for items left in the cabin. If requested, items will be shipped for the cost of shipping plus a \$25.00 handling fee. Double check for electronic devices, phone chargers, jewelry, personal pillows, ice chests, etc., when leaving, and check the nightstand and dresser drawers before leaving. **EARLY CHECK-INS/LATE CHECK-OUTS ARE NEVER GUARANTEED.**

MAXIMUM OCCUPANCY Be sure to check the maximum number of guests allowed in the cabin you are renting. Our maximum guests policy is strictly enforced. If you bring more than the maximum guests, your reservation will be immediately canceled with no refund.

GUEST LIST We do require a list of names and ages of guests before your arrival. If you did not provide it when booking, please email it. The rates listed are based on the maximum number of people that the cabin sleeps comfortably.

INTERNET/SATELLITE SERVICE Although our properties do have internet and satellite, RCR is not responsible for internet or satellite service at any cabin. We live in a rural area and have one provider available. If internet is essential for your trip, you may want to bring a hotspot, as we cannot control internet services or speed. Internet/satellite services are provided as a convenience and are not integral to the lease. We will make every possible attempt to fix any issue; however, a refund of rent shall not be given for outages, content, lack of content, speed, access problems, lack of knowledge of use, or personal preferences with regard to services.

NO HOUSE PARTIES OR EVENTS House parties and events are strictly prohibited. Renter may not hold house parties or other events, such as weddings or reunions. Renter understands that we will accept families, married couples, and responsible adults 21 years of age and older **ONLY** to make a reservation. Renter acknowledges that violation of this agreement will lead to being required to leave with NO refund. Renter must state, in advance, the number of renters/guests during their stay.

QUIET HOURS Quiet hours are 10:00 P.M. – 7:00 A.M. Shooting guns, fireworks, or other explosives are not allowed on any of the cabin properties. Loud music is prohibited at all times. Noise complaints will be handled by local law enforcement. Penalties, fines, or eviction without refund may occur.

PET POLICY We have pet-friendly cabins available for your furry friends. If you wish to bring a pet, be sure that you are booking a pet-friendly cabin. We do not make exceptions for pets at our "No Pets" cabins. Failure to comply with our cabin's "No Pets" policy will result in a charge of an additional \$200 per rental night and eviction without refund.

PAYMENT All reservations must be secured by an adult, age 21 or over, with a valid credit card (Visa, MasterCard, Discover) who must be present during the stay. All guests must be 21 unless accompanied by a parent or guardian. A driver's license or ID may be requested and must match the name on the credit card used to make the reservation. A 30% deposit will be processed at booking and applied toward the total balance. The remaining balance will be due 30 days prior to arrival and will automatically be charged to the card used to make the reservation, unless other arrangements are made.

CANCELLATIONS Weather conditions do not constitute an exception to the cancellation policies. Travelers who cancel at least 30 days before check-in will receive a 100% refund of the amount paid. If they cancel between 14 and 30 days before check-in, they will receive a 50% refund. Otherwise, no refund will be given. No cancellations are accepted by email or voicemail messages; you must speak to a reservationist to cancel. Cancellations are accepted only from the person on the reservation. A "no show" forfeits 100% of the payment.

CONFIRMATION Confirmation for your reservation will be sent to the email address provided on your reservation. Please review the confirmation for accuracy of dates and accommodations. Please notify Ringold Cabins of any discrepancies in the reservation immediately upon receiving the confirmation. (Note: Sometimes confirmations fall into your spam/junk mail folder.) These emails will come from Ringold Cabin Rentals.

TRIP INSURANCE Protect your vacation investment with trip insurance. Trip insurance can be purchased at www.insuremytrip.com. Declining coverage voids all possibility of refunds. Ringold Cabin Rentals is not associated with the insurance company; therefore, you will deal directly with them for payment and claims.

START-UP SUPPLIES Start-up supplies include enough coffee for a couple of pots (we do not supply K-Cups), a roll of paper towels, 2 rolls of toilet tissue in each bathroom, a few trash bags, and a travel-size shampoo and soap. These supplies are not replenished during your stay. Please bring additional supplies if you feel the starter supply is not adequate.

CHECK-IN PROCEDURES 5 days prior to arrival, an email will be sent providing a key code to unlock the cabin door along with a link to the GPS coordinates for your cabin. There will be written directions as well. Please screenshot or print these before departing on your vacation. 911

has mapped the area, but GPS is not always reliable for cabin addresses. Cellular service is not always reliable to access data once you are in the area. **TRUST US! PRINT or SCREENSHOT** your directions and door code before you depart on your getaway!

CHECK-OUT PROCEDURES Please place all bagged trash (no loose trash, please) in the designated area and remove all food from the refrigerator. Shut and lock all windows and doors. Place all dirty dishes in the dishwasher and start it. Place a load of towels in the washer and start it (no linens, please). Items broken or missing from the cabin will be charged to your credit card accordingly.

RESERVATION REQUIREMENTS A two-night minimum stay is required on all reservations, and a three-night minimum stay is required on select holidays.

SMOKING POLICY All cabins are non-smoking cabins; this includes tobacco, vapes, and marijuana. If the cabin smells of smoke or there is any evidence of smoking inside, an additional cleaning fee of \$200 per rental night will be processed on your credit card. An additional fee up to \$100 will be charged for littering the grounds with cigarette butts. Please dispose of them properly, as they present a severe fire danger.

HOT TUBS AND COVERS Our hot tubs are drained, cleaned, and chemically treated after every rental. The cover must be in place when the hot tub is not in use. Children under the age of 18 are not allowed to use the hot tub without constant adult supervision. Please supervise children at all times around the hot tub. No diapers, glass, soaps, creams, oils, bubbles, lotions, or food are allowed in the hot tub. Please shower before using the hot tub. Please do not allow anyone to sit or stand on the hot tub covers. The replacement cost for hot tub covers is \$400. Hot tub use is strictly at your own risk. Persons with high blood pressure, skin sensitivities, or who might be pregnant are strongly urged not to use a hot tub. Anyone with medical conditions should consult with their physician prior to using the hot tub. Be sure to rinse off after getting out of the hot tub.

WE LOVE OUR TREES! Please do not cut on or cut down trees on the property. Fines will be charged to your account for damaging trees.

ELECTRONIC EQUIPMENT Please do not tamper with the electronics, televisions, receivers, or other equipment in the cabin. Also, please do not unhook or disconnect any cords or wires from any equipment. We check the TVs to ensure they are in working order. Please make sure everything is in working order before you leave. A \$100 fee will be charged for unhooking or tampering with any electronic device.

OUTDOOR SURVEILLANCE Cameras are located at the entrances of some cabins. This helps with security when the property is vacant.

MAINTENANCE PROBLEMS Maintenance problems will be addressed in as timely a manner as possible. However, the rental rate cannot be adjusted due to any malfunction of equipment (which includes TVs, VCRs, DVD players, heating units, hot water heaters, stoves, refrigerators,

hot tubs, locks, etc.). In the extremely rare case where there is a major problem with heat, hot water, etc., that makes the home uninhabitable, we will try to arrange a different accommodation. If that is not possible, all fees will be refunded. Non-emergency maintenance issues will be addressed during business hours. The manager, manager's staff, and/or contractor of the manager may enter the rental property at a reasonable time to make any needed repairs.

FIREWOOD & CAMPFIRES Firewood is provided. We suggest you bring fire starter and matches, as they are not provided. Please note that it is against the law to leave campfires unattended. During times when there are high fire danger levels or burn bans imposed by the State of Oklahoma, no campfires are allowed. We live in the forest, and during burn bans, it is very dangerous to have a campfire or throw cigarettes on the ground. **YOU ARE RESPONSIBLE FOR CHECKING TO SEE IF WE ARE UNDER A BURN BAN.**

FIREWORKS & DISCHARGING FIREARMS Fireworks and discharging firearms on or near cabin properties are strictly prohibited at all times for the safety and consideration of all owners and guests. Since almost all surrounding land is privately or government-owned, there is no designated area for fireworks. In dry seasons, fireworks compromise the safety of our entire area. Please be considerate and respect the area, rules, owners, and other guests. If you are caught shooting fireworks, law enforcement will be called immediately.

SEASONAL FIREPLACES Fireplace operation is seasonal and dependent on outdoor weather. Fireplaces are shut down during months when air conditioning is required. Running the fireplace and the air conditioner simultaneously can freeze the AC unit, causing it to stop cooling and potentially leading to severe equipment damage.

DAMAGES / MISSING ITEMS Damaged or missing items will be charged to your credit card upon your departure. All cabins are inspected and inventoried prior to your arrival and immediately following departure. Please do not rearrange the furniture in your cabin; doing so may result in damages.

ATV RIDING ATVs, 4-wheelers, and any unlicensed off-road vehicles are not legally permitted on cabin property. Information regarding permitted areas may be found on our website.

WILDLIFE ENCOUNTERS Our cabins are in an area with an assortment of wildlife, including bears, wolves, coyotes, deer, and snakes. These animals are wild and can be dangerous. Even smaller animals, such as foxes, raccoons, skunks, rabbits, and squirrels, can be hazardous. There is a chance guests will encounter some type of wildlife, insects, or stray animals. Do not get close or attempt to feed or touch wildlife. Do not feed animals you may see around the cabin, nor permit them to enter the cabin. Do not allow children to play with, pet, or feed stray animals. We are not responsible for any wildlife or animal encounters of any kind. RCR is not responsible for medical bills resulting from injuries caused by encounters with wildlife or stray animals. You are responsible for your safety and the safety of your party. If an animal approaches you, it is your responsibility to move away and maintain a safe distance.

Each property is professionally treated on a scheduled basis for interior pests; however, due to the natural habitat of the forest, no refunds or compensation will be given for problems resulting

from pests inside or outside the cabin. Reminder: You might want to bring bug spray. In certain seasons, you may encounter wasps and pollen. We do our best to be proactive regarding such issues, but it is normal for being in the woods.

LIABILITY All outdoor activities involve certain inherent risks of injury, up to and including death. Every effort will be made to secure and make safe all facilities under our management. It is expressly understood and agreed that neither the owner nor the management company of said premises shall be liable for any damages or injury to guests, guests' visitors, or their families, or to any of their property from whatever cause arising from the occupancy or use of the premises.

CABINS WITH PONDS

Not all cabins have ponds. If your cabin has a pond, guests take full responsibility when exploring and fishing at the pond. Swimming in the ponds is NOT allowed.

COVID-19 As of March 14, 2020, the COVID-19 pandemic has been widely publicized worldwide. All guests who book reservations are aware of the risk, and therefore our full cancellation policy is in effect. COVID-19 is not a valid reason for cancellation; therefore, NO REFUNDS, NO EXCEPTIONS.

It is our desire that these policies will help ensure all your expectations are met during your stay, that all reservations are handled properly, and that our quality of service remains above reproach. Violation of these policies may subject property guests to immediate eviction from the property without refund of reservation fees.

Thank you for choosing Ringold Cabins. Please come relax and enjoy your stay!

By booking with Ringold Cabin Rentals, LLC, I agree that I and my party will indemnify and hold harmless the Owner and Manager of the Property, and that they shall not be liable for any damages arising from personal injuries sustained by the Renter or guests (including any minor children) as a result of any and all activities related to the rental, operation, or use of equipment and property provided by Ringold Cabin Rentals, LLC. By accepting this reservation, Renter agrees 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 premises. Renter assumes full responsibility for any such injuries or damages which may occur, and further agrees that Ringold Cabin Rentals and the Owner of the Property shall not be liable for any loss or theft of personal property.