

## Cabin policies

### Page Policies / Agreement

#### Cancellation Policy

- We require a 25% deposit at the time of booking, with the balance due 14 days before arrival.
- For reservation less than 3 weeks before arriving, we require a 100% payment at time of booking.
- Due to the nature of our business and the fact that people do book their cabin generally well in advance, we have the following refund policy, which is in line with almost all other rental organizations;
  - When cancelled 30 days out or more = 100% refund
  - When cancelled between 30 and 14 days = 50% refund.
  - Last minute cancellations = no refund.
  - We will however make every effort to rent the cabin again, and refund your deposit.
  - All cancellations are subject to a \$50 cancellation fee.
- In the event of bad weather or an early departure, we can not give any kind of refund.
- ALL CANCELLATIONS ARE SUBJECT TO A \$50 CANCELATION FEE

#### Security Deposit

- We do require a security deposit of \$150 at the time of full payment for the cabin. This deposit will be returned to you within two weeks after you have vacated the cabin and after the caretaker has checked it.

#### Cleaning fee,

- The cleaning fee is \$65 for the Cardinal and the West Virginian and \$75 for the Black Bear

#### Forms of payment

We do accept the following forms of payment:

- Checks
- Credit Cards
- Paypal
- Return of deposits will be done by same payment method, or by check.

#### Smoking

- The cabins are **strictly NON SMOKING**. This for the comfort of those who come after you. Ashtrays are provided on the porches. If there is odor of smoke or damage from smoking, we will charge this to your security deposit. Thank you for understanding.

#### Check in / out time

- Check in time is 4pm
- Check out time is 10.30 am.
- In case other times are desired, please check with us about it being possible or not.

#### Campfires

- Each house / cabin has a Park Style grill. These are for our guests to use.
- The Black Bear, West Virginian and Cardinal each have a firepit.

- No campfires are allowed outside these firepits as there is too much of a risk to start a forest fire.
- All fires in the firepits are to be supervised by an adult over 21 years of age.
- No Bonfires at any time anywhere.

#### **Keys**

- The keys to the cabin will be supplied to you through a real estate agent type code lock box. You will find this box attached to the cabin near the front door. The code of this box will be supplied to you via phone or email, once the full payment or deposit has been received.
- At the end of the rental period, the keys should be left and locked inside the same box.
- In case the key is not returned, a \$25 fee will be charged to your security deposit.

#### **Refusals**

- We reserve the right to deny rentals for any reason. If this would be the case, we will notify you by email within 24 hours of your booking.
- In case of a refusal, we will refund any payment you made within 72 hours

#### **Pet policy**

- The West Virginian, the Cardinal, the Whitetail and the Robin are our PET FRIENDLY cabins. Due to the fact that some of our guests have allergies, we do **not** allow pets in the Black Bear
- We do allow a maximum of two well mannered house broken pets. Because our property being adjacent to Pipe Stem State park, we did adopt a policy towards pets, very similar to that of the West Virginia State Parks. (see our pet policy)  
The fee for them is \$10 per day, with a \$35 minimum.