

## RENTER AGREEMENT for Property Name Address of Property

**Reservations:** 50% of your total payment is due with booking; the remaining 50% will be due 30 days before stay. Reservations made within 30 Days of Scheduled Arrival will be billed the full amount at Time of Reservation. **Refundable Damage Deposits:** You will authorize a \$200-\$500(depending on lodge rented) refundable security deposit. If there are no damages, excessive mess, or missing items, the deposit will be released within 7 days.

### **Cancellation Policies:**

**River Rock Lodge:** Any rental fees paid, less a \$100 processing fee plus any credit card fees, are refundable, if the reservation is cancelled at least 60 days prior to your arrival date. Any cancellation made 60-30 days prior to arrival will result in a cancellation penalty which will be fifty percent (50%) of the total stay. **No refunds for any cancellations less than 30 days before your stay.**

**Bobcat Bluff, Liberty Ridge, Redwood Lodge:** Any rental fees paid, less a \$100 processing fee plus any credit card fees, are refundable, if the reservation is cancelled at least 30 days prior to your arrival date. **No refunds for any cancellations less than 30 days before your stay.**

We recommend purchasing trip insurance if your plans may change as we cannot make exceptions. Please make sure you receive a confirmation email that your reservation has been cancelled.

**CHECK INS & CHECK OUTS** Check in Time is 4:00PM / Check Out Time is 11:00AM.

**Keys-**The key is stored in a coded lock box at the front door. The code changes periodically and we will provide you with the code 7-10 days before your stay and after full payment is received. There is a charge for lost keys of \$75.00.

If there are any damages, mess, or anything not up to your expectations upon your arrival please notify the owner's ASAP so we can remedy the issue right away. No concessions can be made after your stay for complaints.

When checking out we ask you do the following:

- Load dishwasher and start the cycle
- Bag all trash and dispose of in the outside trash containers.
- Place all dirty towels in the tubs
- Double check all areas for your personal belongings
- Turn the thermostat to auto and up to 78 degrees when AC is running and 55 degrees when heat is on
- Make sure that all windows and doors are locked and key is back in the lock box.

Our caretaker will inspect the cabin after each rental for excess mess or damage. Each renter is responsible for leaving the rental in order before check out.

NO parties, fireworks, hunting, ATVs

**Pets** must be pre-approved and \$50/pet fee paid, Max 2.

**This is a Non-Smoking rental.** Smoking is permitted on the porches or decks only. Please do not throw your butts off of either the porch or deck. Please be advised that any signs of smoking in this cabin will constitute a breach of agreement and your damage deposit will not be returned.

**Minimum age for renters is 23 at Bobcat & Liberty and 25 at River Rock and Redwood**, we reserve the right to request a copy of ID for verification of age. The person making the reservation must be staying for the duration of the booking. (example: a parent cannot reserve the cabin for individuals under the minimum age)

**Amenities** With any home appliance, A/C, heating units, TV's, fireplaces, etc... malfunctions do occur on occasion, there is a list of emergency contacts on the fridge. Refunds: No refunds will be given due to weather or for early departure. No refunds in the event of mechanical failure or any public utility problems, such as a power outage. There are cleaning tools available for the Renters use (broom, mop, vacuum, etc). The unit is fully furnished with cookware, traditional coffee pots, microwave, toaster, glasses, silverware and dishes. We provide linens and towels based on the number of people in your party, along with starter supply of dish detergent, paper towels, and toilet tissue. If you are planning on an extended stay, or if there is a large number in your party you should add these items to your grocery list.

**Hot Tub** Guest's use of the hot tub is at Guest's sole risk. Guest is fully aware that the hot tub and surrounding patio/deck may be dangerous. Please use caution when entering and exiting the hot tub. Do not sit on or place anything on the cover. Do not use any glass containers in or around the hot tub. Please leave the cover on at all times when not in use. Due to emptying and refilling of the hot tub between guests the water may not be up to full temperature at the time of your arrival, please leave the cover on while the hot tub heats up.

**Fireplace** The cabin has an indoor wood burning fireplace. Be sure the flue is open before lighting. There is also a fire ring outside. Do not leave fires burning unattended. Please make sure any fires are completely extinguished when done using. You will need to pick up your own firewood or there are bundles at the cabin for \$7/each with a cash box or Venmo.

**Phone/Internet:** The properties do not have land line phone. There is WIFI at all properties. Because of the scenic location cell phone service and internet is not guaranteed and can be very spotty. Some service providers are more accessible than others, depending on the location.

**Critter & Wildlife** Please be aware that you are in the woods. This cabin is treated for pests by a professional pest control company each month. However, certain bugs, hornets, spiders, lady bugs, wasps, ants and other pests will be around the cabin inside

or out. Please make every effort to keep windows and doors closed. Please make sure that outside trash cans are firmly secured and all trash is bagged.

**Accessibility** During winter months 4-WHEEL DRIVE VEHICLES are recommended; refunds will not be made for inclement weather. Parking: There is enough parking in the gravel driveway for the maximum number of guests at each property

\*If any of these rental policies are broken or you are found to have more guests at the property than what was booked, guests may be asked to leave the premises and no refund will be made\*

List of Things you May want to bring:

- Ground coffee/filters
- toiletries
- beach type towels for hot tub
- firewood

I will abide by the rules and accept these rental conditions:

- The property I rent will be returned in the same condition in which it was rented and I will be responsible for all damage and/or loss that occurs during my rental period.
- I agree to hold harmless and to indemnify the Owner of the Rental Property against all loss, damage, expense and penalty on account of personal injury or property damage to the rental dwellers, the undersigned or to any minor child or children in the charge of the undersigned, howsoever rising, whether by act or acts or failure to act of the employees, owners or animals of the said company or property owners or not.
- I acknowledge receipt of the property in good order and condition (if found otherwise per my arrival I will contact Owner immediately) and further agree that the Owner of the Rental Property shall not be liable for consequential damages of any kind or nature from whatever cause arising, whether property or equipment is loaned or rented.
- I enter into agreement freely with the Owner of the Rental Property at my own risk, acknowledging the risks and assume any and all responsibility for the minor children and myself in my charge.
- All parties agree to and will comply with Federal, State and County pollution laws and any other applicable laws and regulations.



Welcome to Hocking Hills! If there is any damage, mess, or anything not up to your expectations upon your arrival please notify the owner right away. Upon leaving please follow the check-out procedures to avoid any withholding of your deposit. If there is a housekeeping or maintenance emergency during your stay the contact information is listed below. For the other guests in the area trying to enjoy peace and quiet please observe **quiet hours of 11pm-8am.**

**Check out procedures: 11 AM unless other arrangements have been made**

- ✓ Load all dishes in the dishwasher and start the run cycle.
- ✓ Bag all trash and garbage and dispose of in the outside trash container. (Trash pickup day is Tuesday at River Rock, Liberty Ridge and Bobcat Bluff and Friday at Redwood Lodge, if you're here on one of those days please make sure the bin is at the end of the driveway and no cars are blocking the dumpster)
- ✓ Gather all used towels in the tubs.
- ✓ Turn the thermostat to auto and up to 78 degrees in the summer months when the a/c is running and down to 55 degrees in the winter months.
- ✓ Make sure that all windows and doors are locked & key is back in the lock box
- ✓ Be sure to sign the guest book, double check for any personal belongings & Have a safe trip home!

**Emergency Contacts**

Owners: Sarah Beck Neichter-419.957.4717  
Chad Neichter- 513.519.2420

Maintenance: Sam- 740-603-4711

Housekeeping: Grace- 740-583-0104

