

## Frequently Asked Questions

Contact Us Frequently Asked Questions How do we know you're a legitimate cabin owner and the cabins are in as good of condition as the photos show?

We appreciate your concern--it's the number one worry of people booking a vacation rental over the internet. Here's why you can trust us:

- This web site shows our commitment to guest satisfaction with pages like this one and detailed information about each rental.
- You can read our online guest books. The comments that say 'positive' are guest-entered and we cannot make any changes to these entries.
- We strive to be professional in everything we do and maintain our availability calendars each day so you aren't left guessing. What is your security deposit policy and how does it work?

First time renters are asked to provide a \$200 security deposit that is fully refundable shortly after check out. This deposit provides a measure of security that the renter won't cancel their reservation on a whim, or never follow through on their payment. Once the guest arrives, the deposit converts to cover any damages that are intentional, careless or in violation of the rental agreement (i.e., house party, smoking indoors, theft of DVDs, etc.) In more than 3 years of ownership, we've only had two rentals which required a security deposit deduction or forfeiture. That speaks highly for our guests!

We are very understanding about everyday wear and tear. A scuff on the wall, a cracked plastic knob, a broken dish...all these things are totally understandable and are not charged to guests. A broken window or hot tub cover that's busted by someone standing or sitting on it is different because the person's actions were either intentional or careless. How does your security deposit policy work for returning guests?

Our personal belief is that someone who has rented from us and left the property in good condition, is the kind of person we can trust and would love to have back. If you are a repeat guest, the \$200 deposit is still required within 7 days of booking. However, this deposit is applied toward your lodging total. The early cancellation provisions still apply: if you cancel with less than 30 days notice, you may forfeit the entire deposit. If you cancel with more than 30 days notice, a \$50 service fee is deducted. If we must leave early, can we get a refund for our unused dates?

Unfortunately refunds are not possible as of your arrival date. Your reservation essentially buys the dates for your lodging and it would be next to impossible for us to rebook them with another party on short notice.

We strongly recommend you purchase trip insurance so that no matter what happens, you'll have peace of mind when it comes to your vacation investment. Trip insurance typically costs about 4 percent of the lodging total and is available through many providers as well as our online booking system, ivacation online. Is there anything we should know about mountain driving?

It should go without saying that your vehicle should be in good condition for any sort of travel. If you have any concerns about ease of access to your cabin during the time of year you'll be coming, just ask us and we'll give you the straight scoop. In the winter months, Swaying Pines Chalet is easier to get to since there are no steep roads leading up to it. To reach GrandView you wind up the mountain for a half mile, and if you do not have a 4WD vehicle when it snows you may have some difficulty. TreeHouse Hideaway has a steep driveway, but easy access otherwise. All of the roads leading to our cabins are paved and in very good condition. Our advice to winter guests: watch the weather forecasts closely and plan your day around the weather. The good news is that Gatlinburg and Pigeon Forge don't see a lot of snow and when it does fall, it usually melts by later in the day. What happens if something breaks down, like the AC or hot tub motor?

We provide you with our personal cell phone numbers, home phone number and even a toll free number (so you can call direct from the cabin's phone) if you need to reach us for any sort of problem. We appreciate our guests letting us know of a situation, than leave it go for the next guest to find. If it requires immediate attention, we'll contact our maintenance service to investigate and repair the problem. If it is a minor problem that you are just letting us know about, we'll have the maintenance staff address it right after you check out. The staff is very knowledgeable and professional and will contact you prior to visiting your cabin for a service call. What about bears coming to visit us at the cabin or chalet?

Though most visitors thrill to see bears in the Smokies, it's best that bears aren't visiting you on the deck or by your car. So always keep coolers and picnic baskets inside, and try not to put food scraps outside in the trash can until you leave (or if you're renting for a week, Day 3 or 4, our mid-stay trash pickup by maintenance). We recommend putting scraps in a plastic bag in the freezer until you're ready to put them outdoors. Your chances of seeing a sneaky raccoon or stray cat getting into the trash are much more likely than a black mama bear and her cubs. Do we need a fishing license in order to fish at Swaying Pines?

No license is needed for fishing at the community lake by Swaying Pines since it's private property owned by our homeowners' association. If you wish to fish at Douglas Lake, the Pigeon River or any other body of water you will need

to get a Tennessee fishing license. Are there phones and 911 service at the cabins?

Yes, we have local phone service and you dial 9-1-1 for emergencies. We do have additional emergency phone numbers in our welcome binder at each cabin, so you can refer to them for poison control, local medical help and the police and fire non-emergency numbers. In case of a storm where electrical power is knocked out, we have corded phones as a back-up. Do you have a high chair and play pen for babies and small children?

We sure do. Both Swaying Pines and GrandView have newer Pack and Play play-yards and high chairs. TreeHouse has a Pack And Play. There's no extra charge and all we ask is that when you're finished using them, please clean them thoroughly and put back in the closet. Swaying Pines and TreeHouse have baby gates for the stairs as well. What laundry equipment and provisions do you have at the cabins?

Swaying Pines has a full size Whirlpool stack washer and dryer in the master bathroom on the first floor. GrandView has a full size GE washer and dryer right across from the bedrooms on the lower level. TreeHouse has a full size washer and dryer in the laundry room on the main floor. An ironing board, iron and lots of hangers are provided as well. You'll need to bring your own laundry detergent and softener sheets, though most of the time you'll find some available so check the cabin first before buying it at the grocery. Are the kitchens set up for real cooking, not just making coffee or a snack?

Both cabins are very well appointed if you want to make a big holiday dinner or family barbeque. Here is what you'll find in each kitchen:

- stainless steel microwave
- blender; hand mixer
- crockpot; also 8 quart Farberware stockpot
- toaster
- coffeemaker
- icemaker in freezer
- butcher block with assorted chef's knives; cutting boards
- Pots and Pans by Farberware or Circulon
- Heavy 11 by 11" non-stick griddle
- French Corning White baking and serving dishes
- Glass rectangular baking dishes and round mixing bowls
- Cookie sheets, pizza pans
- Quality cooking utensils; barbeque utensils
- Glass tumblers, wine glasses, champagne flutes
- Plastic outdoor tumblers; toddler sippy cups and snack bowls
- Ceramic dinnerware with service for 12 or more
- Appliances: refrigerator, electric stove/oven, dishwasher

What kind of TV service do you provide?

At Swaying Pines and GrandView we provide DirecTV satellite service with local channels like ABC, CBS, NBC, Fox, etc. plus all the satellite channels that DirecTV offers in its Total Choice package. Premium services like HBO and pay-per-view are not offered. Just remember that weather conditions can affect the satellite signal. Rain, snow, and high winds can wreak havoc with DirecTV. If you need to re-set the system, refer to the welcome binder for very easy instructions. TreeHouse Hideaway has Charter cable and offers a similar selection of channels plus the local network affiliates.

Do you offer internet service at your cabins?

Because we can get cable service at TreeHouse, we also provide high speed wireless internet. If you wish to access the internet at Swaying Pines and GrandView, you'll have to access dial up via your own provider or let us know before you leave and we'll provide you with our own dial up service information that you're welcome to use. Do we need to clean the cabin before checking out to get our deposit back?

Not at all, though our housekeepers greatly appreciate it when you leave the cabin in good shape! Just leave the beds as they are, place all towels in a single bathtub, and have the dishes washed and returned to the cupboards. Please return video games and DVDs to their cases and cabinets, and toys or books to their closets. Aside from that, no housecleaning is needed. Just pack and check out promptly by 10 a.m. What if we leave something behind?

Call our housekeeping/maintenance office right away (865) 774-0132 to see if the housekeepers can search for your forgotten item. They usually arrive shortly after you check out, so the sooner you let them know the quicker we can have an answer for you. If you'd like the item mailed back, let the Cabin Services office manager know how you'd like it shipped and they will take care of it. Of course, you'll have to cover any costs for shipping.