

RENTAL AGREEMENT

Tranquil Hills Lodging

626 E. Main St.

Elida, OH. 45807

EMAIL:reservations@tranquilhillslodging.com

WEB:www.tranquilhillslodging.com

Thank you for choosing Tranquil Hills Lodging for your upcoming vacation. We know you have choices and we appreciate the opportunity to serve you. If there is anything additionally we can do or provide to make your stay more memorable, please call or email us to discuss.

For your protection and ours, we require all renters to read this Rental Agreement, which is made between Tranquil Hills Lodging (Owner/Agent) and _____ (Renter). After reviewing, be aware that by checking the box for agreeing to our terms on the reservation system, that you agree to this Rental Agreement.

Please note this agreement must be read prior to your scheduled arrival date. Minimum Age Renter must be 25 years of age or older to rent a cabin. As the responsible member of your group, Renter will be responsible for anything that occurs during the stay. Renter must be present at Check-in and throughout the duration of the rental period.

Payments and Deposits

- All reservations made require 100% of the total charge be applied to your credit card at the time of reservation. Tranquil Hills Lodging may use any funds received from guests immediately upon receipt of such funds.
- Rates are provided on a per night basis.
- We require a 2 night minimum stay on weekends. One night stays are available weekdays. Weekend rates apply for Thursday-Friday and Saturday-Sunday stays. No Sunday check-ins! A 6% Lodging tax will be added to nightly rates.
- Any charge(s) related to excess cleaning, damage to property and/or contents, theft of any property or contents and any charge associated with violating any rental agreement will be charged to Renter's credit card on file within 30 days of departure and an itemized list of charges will be emailed to the address on record.

_____/_____

Payments and Deposits (Continued)

Payment Methods

- For your convenience, we accept Money Orders, Cashiers Check, Visa, MasterCard, Discover credit cards.
- We do not accept debit cards or personal checks.
- Certified checks and/or money orders will be accepted if reservation is made more than 30 days in advance of scheduled arrival date; however, a credit card must be provided for damage deposit. (Please call for arrangements).
- Please note: A credit card is required at the time of reservation and will be kept on file in case there are any damages to the property.

Refunds/Cancellations

- Our cancellation policy is strictly adhered to – no exceptions. **SEE BELOW**
- 30 days prior to Scheduled Arrival - full refund minus a \$50 processing fee.
- 29 - 21 days before Scheduled Arrival - 75% refund minus a \$50 processing fee.
- 20 - 14 days before Scheduled Arrival - 50% refund minus a \$50 processing fee.
- 14 - 8 days before Scheduled Arrival - 25% refund minus a \$50 processing fee.

7 days or less before Scheduled Arrival - No Refunds

**Up to 30 Days ahead of stay, Reservations may be changed to a different available and comparable date within a year of Scheduled Arrival for no additional fee.

29 - 14 Days Ahead of Scheduled Arrival.....\$50 Reschedule Fee, unless rebooked by someone else.

It will be your responsibility to verify if it has been rebooked. We are not responsible to refund otherwise.

- No refunds or credits for late arrivals or early departures.
- No cancellations or refunds due to inclement weather, medical issues, or for loss of electricity, water, or other services that are out of our control. (ie. “Acts of God” / Mother-Nature).
- No refund will be given for all or part of your party not showing up for your reservation.

The only exception to our refund policy would be for a State-wide travel ban due to a medical/health crisis.

We encourage all guests to purchase travel insurance to protect your trip.

Initial / Date

Liability

Renter agrees to assume any and all liability for any accident, injury or damage to persons or property (including those of Renter's guests) and agrees to save harmless and indemnify Owner/Agent from any and all claims of liability resulting from Renter's or Renter's guests' use of any/all facilities provided in or on the premises. Renter agrees to be held liable for the actions of all guests on the property at all times during the rental period.

Furniture & Fixtures

Renter agrees not to move any furniture or fixtures from its location. Renter also agrees not to disconnect or reconfigure any electronics including TV's, DVD players, sound bars, etc...

Any violation of this policy without prior owner/agent authorization will result in a \$100 fine + damages.

In the event of equipment or furnishing failure, please call our office phone immediately at 419-233-0567

Damages/Excessive Cleaning

Renter assumes all financial responsibility for any/all damages that occur at or on the property as a result of your stay. Each cabin is thoroughly inspected for damages after each rental. If Renter notices any damages at check-in please contact management immediately. Renter will be charged for any loss or damage to any structure, fixtures, furnishings or equipment. Charges will be equal to either the repair or replacement cost. Renter agrees that the credit card submitted for payment or held on file for deposit shall be charged to cover any such damage. An itemized list of any damages, as well as, the repair or replacement cost for each item will be e-mailed to Renter at the time of processing the payment. Renter shall be charged for any excessive cleaning that is required following check-out as a result of your stay. Excessive cleaning includes, but is not limited to discarding of excess trash/cigarette butts, fumigation, excessive cleaning of appliances, dishes, soiled floors, items requiring professional cleaning (i.e. carpet stains, fabrics, etc...)

Check-in time is 4:00 p.m. Unfortunately, we are unable to accommodate early arrivals. Instructions for check-in will be e-mailed to you the weekend prior to your arrival AFTER you have accepted and agreed to this rental agreement. No refunds will be provided for failing to follow check-in procedures. A key code will be provided for entrance.

Check-out time is strictly at 11:00 a.m. – no exceptions. We need time to clean the cabins for our next guests. A \$100/hour fee will be charged for guests not vacating by the check-out time.

Occupancy

All persons, including children, count toward the maximum number of guests at any given cabin. Please adhere to your reservation. Paid and Registered Guests Only No visitors are allowed on the premises at any time during your stay (without permission by Tranquil Hills lodging). Each cabin has a maximum number of registered guests permitted. If additional guests and/or visitors are found you will be charged double rate and may be asked to leave with no refund.

No pets are permitted on the premises at any time. Any violation will result in a loss of damage deposit + \$300.00 damages and you may be asked to leave the premises without a refund.

Smoking

No smoking is permitted inside of any cabin. Smoking is permitted away from windows, doors and wooden decks. Please respect your surroundings and do not litter or throw cigarette butts on the ground. If it is determined that smoking has occurred inside of a cabin, your credit card will be charged a fee of \$300.00 – no exceptions.

Weapons, Hunting, Fireworks, ATV's

No weapons of any type, hunting, fireworks or ATV's are permitted on the premises at any time during your stay. ATV's are to be kept on trailers.

Wildlife and Pests

Our cabins are sprayed regularly both inside and out for insects/pests.

Although

We make every effort to contain such pests but you may on occasion find some that make their way inside. Please maintain perspective and remember that you are in a heavily wooded area that is the natural habitat of all sorts of animals and insects. No refunds will be issued for insects/pests found inside your

cabin. Do not approach or feed wildlife. Do not leave food on decks or porches as it may invite unwanted guests.

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Hot Tubs

Hot tubs are serviced prior to your arrival. Each cabin has hot tub rules, procedures, and precautions that must be strictly followed to ensure your safety, as well as, useful enjoyment during your stay. A posting is placed at each cabin regarding your use of the hot tub. Every effort is made to ensure your hot

tub is ready to go prior to your arrival. On occasion your hot tub may not be ready upon your arrival due to cleaning/regular maintenance and may not be warm enough for use until later in the evening. Hot tubs left dirty will be subject to a \$100 cleaning fee. Do NOT sit or stand on hot tub covers! Any damage to the hot tub cover will result in a \$450.00 replacement fee.

Fireplaces

Our fireplaces are real wood fireplaces. Indoor fireplaces are not to be used April - September. No cutting wood on premises. Firewood is normally available at the cabins for \$6 a bundle. It is also normally available at local convenience stores. Burning of trash anywhere is **STRICTLY PROHIBITED!**

Fire Rings

Designated outdoor fire rings are located at each of our cabins. Fires are only permitted at these locations and must be contained within the fire ring.

Firewood may be purchased at most local gas stations or by the bundle by Tranquil Hills Lodging when available. **DO NOT CUT OR TAKE FIREWOOD FROM THE WOODS!**

Guests will be charged accordingly for disturbing any of the natural surroundings. Please help prevent the spread of the Emerald Ash Borer and other pests by not bringing firewood from outside of the Hocking Hills area.

Grills

Cabins have Charcoal Grills. Guests will need to bring Charcoal, Lighter Fluid, Matches Etc.

Housekeeping

All trash, must be placed in the outdoor containers that are provided, at checkout. Dishes are to be washed and towels placed in tubs. Please do not

leave loose trash in the outdoor receptacles OR A \$70 cleanup fee will be charged. Leave the cabin clean. Make sure all doors and windows are locked.

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Quiet Time

We do not permit parties and/or loud music at our properties. Please respect neighboring properties. All cabins have posted quiet hours from 10:00 p.m. to 8:00 a.m. If this policy is violated, you may be asked to leave without any refund.

Amenities

Owner/Agent is not responsible for mechanical failures of non-essential items, including but not limited to hot tubs, televisions, DVD players, music players, internet/telephone/cable access, dishwashers, washer/dryers, fireplaces, air conditioning or any other mechanical device that fails to operate during your stay. Management will make every reasonable effort to repair any malfunctioning item during your stay; however, no refunds will be provided for any mechanical failure out of our control.

Acts of Nature

No refunds will be issued for any utility disruption including, but not limited to power outages, water outages, satellite and/or Internet outages, etc... These failures are beyond our control and no refund will be given.

Lost Items

Owner/Agent is not responsible for lost, stolen or forgotten personal belongings. Please check your cabin thoroughly for any personal belongings when leaving. If you happen to leave something behind, please notify management and we will make all reasonable efforts to search for the item(s) and mail them to you at your expense. Any unclaimed/unreported items will be disposed of after 30 days.

Driving

Please acknowledge that you are responsible for getting to/from your cabin. Our cabins are remotely located and some are on long, winding, narrow roads. All of our cabins have gravel driveways and some can be steep in spots. Although most cars should have no problem during most of the year, during winter months and/or inclement weather 4WD is strongly recommended. Please be careful driving. Owner/Agent shall not be held responsible for any accident and/or getting stuck for any reason at any time. If a tow is required, it will be at your expense – no exceptions.

Cell Phone

Cell phone reception is very spotty at most locations, especially with Verizon. ATT is best. But Sprint also works well.

Linens and Supplies

Bed linens and bath towels are provided along with kitchenware and utensils. We supply a reasonable amount of trash bags, paper towels, toilet tissue, dish and hand soap. Guests may bring additional supplies if they wish.

Allergens

Tranquil Hills Lodging will not be held responsible for any allergic reaction from the use of the hot tub, bug bites or any other event on the premises.

Driveway

The main drive to the cabins is a legal right-of-way to 2 properties beyond the cabin drives, do NOT block the driveways in case of emergency vehicles of neighbors needing to enter or exit the property

Discounts:

Only one discount can be applied to a cabin rental. Discounts may not be used on special packages. Discounts may not be used on upgrades such as firewood.

Tranquil Hills Lodging wishes you a VERY enjoyable stay! Please let us know if there is anywhere we can improve. If there is something damaged upon arrival, please call and report immediately! If there is something damaged during your stay please call and inform us so that we can reach a resolution before check-out.

Disclosure: FOR PROPERTY SECURITY, PARKING AREAS MAY BE MONITORED BY MOTION SECURITY CAMERAS. Tranquil Hills Lodging reserves the right to use a motion-sensing RING security camera to survey the driveways/parking areas only. These devices are not used to monitor Guests' during their stay. Tranquil Hills Lodging strives to always protect Guests' privacy. Tranquil Hills Lodging reserves the right to review recordings in cases of dispute abuses concerning occupancy and check in/out times.

Renter/Reservation Information

Name_____

Address_____

City_____

State_____

Zip_____

Home Phone_____

Mobile Phone_____

Email:_____

Date of Birth_____

Arrival Date_____

Departure Date_____

Cabin Name_____

Number of Nights_____

Number of Guests_____

Guest names and approximate ages _____

Renter hereby agrees to all terms and conditions contained within this Rental Agreement by providing his/her signature below:

Signature

Date

IT IS STRONGLY ENCOURAGED TO SHARE THIS RENTAL CONTRACT WITH ALL MEMBERS OF YOUR GROUP PRIOR TO ARRIVAL.

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Rev. 7/20

____ / _____
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