

The Cabins Rental Policy

OCCUPANCY

The nightly rates are based on the maximum occupancy for each individual rental cabin and should not be exceeded. You must provide At Rivers Edge with the number of all guests (including children) when making your reservations online. This is for fire safety reasons. We must account for all individuals occupying the rental property during your stay. If you are found having more guests than the unit allows, you will be asked to leave, and no refund will be issued.

PAYMENTS & CANCELLATIONS

Payments must be made in full through AirBNB upon booking.

Full refund for cancellations made within 48 hours of booking, if the check-in date is at least 14 days away. 50% refund for cancellations made at least 7 days before check-in. No refunds for cancellations made within 7 days of check-in.

Any personal items left behind or lost during your stay with us are the responsibility of the guest. At Rivers Edge is not responsible for items left behind or lost. However, we will ship back any items that are found by USPS. The shipping charge is the responsibility of the guest.

CABINS

All the cabins come with fully equipped kitchens. This includes basic cooking and eating utensils, as well as drinkware. However, feel free to bring any special pots, pans, or small appliances you prefer or need to cook with. Each cabin has a 50in TV with a standard (non-Blue-Ray) DVD player (no cable). We have a small collection of DVDs in each cabin. Please feel free to bring movies with you.

*Please Note: cabins are not equipped with dishwashers, washing machines, or dryers.

We do provide all cabins with a supply of dish soap, hand soap, toilet paper, and trash bags. Any additional amounts needed will need to be brought by the guest.

WIFI

The cabins recently had the opportunity to have satellite internet installed. Each cabin has their own router with password. Please keep in mind, our property is out in the country where service is typically not the best. The internet should allow guest to (at the minimum) make calls and send texts. In the case of an internet outage or issue, At Rivers Edge will contact internet provider for resolution as soon as possible. At Rivers Edge is not held responsible for internet outages. No refunds will be given for internet outages.

REFUNDS & CONTACTS

At Rivers Edge performs inspections on the cabins to make sure items such as kitchen appliances, plumbing, and heating and air units are working before your arrival with us. If for some reason there is an equipment failure, we will make every effort to fix it promptly.

Please call us if you have any maintenance or housekeeping issues at (678-491-8480).

There are **NO refunds for early departures**. We will not be obligated to provide any refunds if you refuse to allow us to address any issues. We must be given the opportunity to correct any concerns.

At Rivers Edge does not refund or compensate for power outages or other acts of nature.

RESPECT OUR PROPERTIES

We ask that you treat our property just as you would your own and leave no damage. Please do not move any of the furniture or decorations in the cabins. Most of the décor is antique and can be easily broken. We ask that you do not touch. You will be charged a fee of \$50.00 for moving any furniture/decor, plus a fee of the replacement cost of any broken or missing furniture/décor.

Basically, if you break it...you buy it!

Absolutely no house parties or unsupervised large student groups are allowed. We reserve the right to refuse service to anyone, at our discretion. Young people must be accompanied by a parent or legal guardian. We do not rent to anyone under age 21. If a party is discovered to be taking place in any of our rental units, the entire group will be required to leave. No refunds will be given. If a guest DOES have a party of which we are made aware, that guest will be charged for all damages discovered and the same will be reported to the local police department. This is considered fraud and is prosecutable and defrauding an innkeeper in this state.

DAMAGES OR EXCESSIVE CLEANING

Our cabins are NON-SMOKING and NON-VAPING units. If you have smoked in the cabin, you will be charged a minimum of \$150.00, for the extra cleaning necessary to get rid of the smoke smell.

If there is a need for any extra or excessive cleaning upon your departure, you will be charged a minimum of at least \$100.00 or more depending on the nature of the mess.

- Any theft, vandalism, or damage will be photographed and reported to the police and possibly followed by litigation.
- Any guest that we are forced to evict will forfeit all monies paid and no credits will be issued.
- Please remember that when you rent with us this rental agreement is considered a legal and binding contract and therefore gives At Rivers Edge the right to collect payment for damages, missing items, and excessive cleaning that are made necessary by your stay.
- The cabins are not to be used for parties or gatherings that exceed the sleeping capacity of the cabin. Full payment for all damages, missing items and extra cleaning are the responsibility of the guest and will be billed to the credit card of the guest who signs the rental agreement.

PET POLICY

NO pets are allowed on property. If a pet is found in any of our cabins, you will be charged a minimum of \$200.00 fee due to the excessive cleaning that needs to be done to sanitize the unit. You will be charged for any damage your pet causes.

INDEMNITY CLAUSE

The registered renter agrees to indemnify At Rivers Edge of any damages to the premises which result from the renter's occupancy (including furnishings and household items). The registered guest is the one who will be charged for any damages his/her group causes to the property. At Rivers Edge will not be responsible for accidents, injury, or any illness to guests or for loss of money or valuables of any kind. The registered guest assumes full responsibility for all damages that his/her group causes, excessive cleaning charges for problems caused by his/her group or for any items found to be missing after his/her group's visit, including linens, towels, dishware, etc. By accepting this reservation, it is agreed that all guests of the registered renter are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premises.

SMOKING OR VAPING IS NOT ALLOWED INSIDE ANY OF THE CABINS OR PORCHES

Fishermen Please Note:

The dam located on The Elk River generates electricity based on power needs or large amounts of rain. While the dam is generating, the water can rise rapidly. Please use caution. Fishing is not suitable while the river is high. It is out of our hands for when the dam will generate. We will not issue refunds due to the dam generating. You can monitor the generating schedule by downloading the app: TVA Lake Info. Be advised, this app is useful, however; often changes. If you are using a guide service, please be sure to check with them regarding their policies during these times.

CHECK-IN

Check-in time begins at 3:00pm CST or later.

You will receive a detailed email from us upon booking with information regarding your assigned cabin, lock box code, and directions. Please follow the directions we have provided to you on how to find your cabin and where to park. If you need an earlier check in, please check with us upon booking to ensure we will be able to accommodate your request.

CHECK-OUT

Check-out time begins at 10:00am CST.

Late departures will result in being charged a fine of \$100.00.

We would greatly appreciate your assistance with the following prior to departure:

- Trash should be placed in proper receptacles in kitchen or bathroom.
- All used towels should be placed in the bathroom.
- Dirty dishes should be washed. Drying racks are located under the kitchen sink.
- All lights & coffee pot should be turned off.
- Sliding glass door & front door should be closed tight.
- Please place the key back in the lock box on the front door*
- Do not forget to sign the guest book! 😊

By reserving a cabin At Rivers Edge, you have formally agreed to all of the above terms and conditions.

We hope you enjoy your stay with At Rivers Edge!