

Haven Inn Hocking Lodge Policies (Temperance Hollow Lodge)

Age requirements: You must be 21 years of age to rent. Children 3 and under stay for free. This is NOT a party house! If you are looking for a place to party, look elsewhere!! Excessive noise levels or any property damage will be prosecuted to the fullest extent of the law.

Minimum stay requirements: There is a 2 night minimum stay required except on holidays when there is a 3 night minimum stay. If requesting Thursday / Friday or Friday / Saturday weekend stay, both nights will be charged at the weekend rate. Friday night is a requirement for any weekend booking.

Occupancy: Rates are based on 6 person occupancy. This lodge can accommodate up to 14 guests, but sleeps 11 comfortably. Rates for additional guests, over the 6 persons, are charged \$25 per person, per night. No additional visitors will be permitted. Failure to comply will result in additional charges.

Rates & Tax: Reservations are to be made by using the Reservations Online website. To HOLD your reservation, a credit card is required. 50% of the total rental fee is due within 14 days of making the reservation. The remaining balance is due 30 days prior to the reservation date. Full payment is required if the reservation is made within 30 days of the check-in date. We reserve the right to cancel a reservation due to non-payment. Part or all of the deposit may be forfeited if payments are not made in a timely manner. Rates are per night. Temperance Hollow has a 7% sales tax rate (no lodging tax).

Check In: Check in is at 4:00 p.m. We work to have your lodge ready for you by 4:00 p.m., but there are rare occasions when additional cleaning time may be necessary. Also, there may be times that the hot tub is not fully heated until a later hour due to the cleaning process. No refunds will be given in these rare instances. Early accommodation may be arranged by request.

Check Out: check out is at 11:00 a.m. We greatly appreciate guests following all instructions provided for amenities and cleanup. Please make sure the lodge doors and windows are locked when departing.

Smoking: Smoking is not permitted in the lodge. A \$500 cleaning fee will be added to your bill if smoking is detected in the lodge. Please do not discard cigarette or cigar butts on the property.

Damages: We have designed and furnished our lodge with quality amenities to make your stay pleasurable. We ask that you respect the lodge and property at all times. We reserve the right to charge you for any damages or excessive cleaning needed after your stay. If you notice any problems when checking in, please notify us immediately to avoid additional charges to you.

Cancellations and Refunds: Cancellations within 30 days of your reservation will receive a 50% refund. Cancellations within 14 days from the reservation will not receive a refund. No refunds will be given for unexpected early departures.

Malfunction of equipment: We do our best to be sure all amenities are in good working order for our guests. Beyond our control, electronics, satellite service, or other mechanical equipment may malfunction. We will do our best to repair these items in a timely manner.

Hot tub:

No children under the age of 12 permitted in hot tubs at any time. When using the hot tub, remember there is a certain health risk associated with this facility. Use at your own risk. Those that are pregnant, have heart conditions, asthma, or poor physical health should not use the hot tub. If you have any other health issues, please consult your physician prior to hot tub use. Please monitor your own health condition before using the hot tub. It is recommended that healthy adults do not exceed 20 minutes.

Our housekeepers drain, sanitize, refill and replenish chemicals in all hot tubs prior to your arrival; therefore, it may not be warm until later that evening. **DO NOT STAND ON THE HOT TUB COVERS.** Hot tub covers are for insulation purposes and are not designed to support a person or persons. They will break, and you may be charged for replacement. Remember when not using the hot tub, leave cover on so hot tub will stay warm.

Please follow all guidelines and policies to keep the hot tub and other amenities working efficiently

Weather / Power Outages: Bad weather (snow & ice) could make travel to the lodge difficult. Also, in inclement weather, power outages may occur. This or other weather related difficulties are out of our control and no refunds will be given. We would, however,

make an effort to help your stay be comfortable or possibly be able to reschedule your stay within the same season / days of week. Also, inclement weather could make it necessary to have 4 wheel drive to access the cabin easily. We shall make every effort to clear the driveway of snow and ice. In the event that driving access is not possible, additional parking areas are provided further down the driveway and guests may have to access the lodge by foot.

Lodge safety: For your safety, please use caution at the lodge as you would at your home. We are not responsible for any bodily injuries or damage to personal belongings. Please provide your own child care safety mechanisms (gates, cribs, highchairs, etc) if needed.

Hunting: Hunting of any kind is NOT permitted anywhere on the property.

Firearms / Guns / Fireworks: Shooting of guns or use of any type of fireworks on the property is NOT permitted at any time.

ATV's / Motorcycles: No all terrain vehicles, 4-wheelers, motorcycles or other recreational vehicles may be used on the property. Only the use of motorcycles as transportation will be allowed.

Pets: We do NOT accommodate pets at this time on the property or in the lodge.

Behavior: Please respect the lodge, property, and surrounding properties and neighbors. **ABSOLUTELY NO TRESPASSING ON NEIGHBORING PROPERTIES.**

Thank-you.