

*Premier wants to extend a warm welcome to you.*

*Thank you for choosing us to provide you with a quality vacation rental.*

*Please read carefully through the policies. This IS a binding contract. 😊*

*First, the basics:*

*Check In at all cabins is 4PM.*

*Check out is at 11AM.*

*Please Note:*

**BILLING:** *Your credit card will be billed for your first nights stay at the time of your reservation. You do have to have a credit card to make a reservation. Personal checks and money orders are accepted for your remaining balance. Personal checks that get returned will result in a cancellation of your reservation and a \$25.00 fee.*

**CANCELLATIONS:** *All cancellations prior to the two weeks before check in will receive a full refund, minus the service fee. For cancellations 7 -13 days before check-in a ONE NIGHTS rental rate plus all taxes will be charged. ANY cancellations LESS than 7 days before check-in will be charged the FULL AMOUNT of their reserved dates plus ALL taxes/service charges. All reservations require a handling fee of \$20.00. *This fee is non-refundable and must be paid with deposit.**

**RESERVATIONS:** *There is at least a two (2)-night minimum. We will occasionally take 1 night reservations, for special circumstances. Last minute cancellations occasionally provide prime properties to become available. CALL US. 😊*

*One full night rental plus taxes, and handling fee must be paid at the time you make a reservation with a Visa or MasterCard*

*Once property is reserved, a confirmation will be e-mailed immediately to Guest. The remaining balance will be due two weeks prior to arrival.*

*All cabin prices are per night for one couple.*

*Additional guests will be charged \$15 extra per person, per night. Children 3 & under are free. Ages 4 & older will be charged \$15 per.*

*Add 11% tax and 3% service fee.*

**RESERVATIONS FOR THE UPCOMING YEAR:** *We do love repeat guests! ☺ Advance reservations for the next year will be accepted. Owners and current year guests, respectively have priority. We do reservations only one year in advance for this reason. All normal reservation policies apply.*

**FAIR HOUSING:** *Premier conducts business without respect to race, color, religion, sex, national origin, handicap, or family status of tenants.*

**\* NO SMOKING is allowed in our cabins!!**

*Smokers must go outside! Do not flip the butts in the yards, fireplaces or outside! A \$250 NON-REFUNDABLE damage fee will be charged if there is ANY evidence of smoking in the cabins.*

**NO PETS ALLOWED!**



**PETS:** *Absolutely no pets are permitted in or on rental properties, unless otherwise noted! No exceptions will be made. Violation of this policy will result in immediate eviction with no refunds. Additional fees may be charged to Guest credit card to cover cost of cleaning, spraying, etc. INDIANA Laws with regards to the SERVICE ANIMALS are followed.*

**ACCOMMODATIONS:** *All our cabins are individually and privately owned, each rental home reflects the taste of its owners. Specialty items vary. Most homes have an owner's locked closet. Tampering with locked closets will result in a charge to Guest's credit card. Every effort is made to assure accurate descriptions with no misrepresentation intended. Premier will not be held responsible for errors in printing, changes made by Owners or matters out of Premiers control, e.g. noise, construction, weather, etc. Pools, hot tubs, whirlpools and other special amenities will be maintained as well as possible but no refunds will be given with regards to the condition of these special amenities.*

**A Special Note:** Indoor Fireplaces are SEASONAL!! Fireplaces are closed for summer months of June, July & August. OUTDOOR fire pit (chimney) is provided for year round use! Please bring or purchase your own smaller firewood for outdoor fire pit! Premier recommends bringing 3 or 6lb fire starter logs for each day and/or fire you may want as any firewood at the property is quite large (sometimes damp in inclement weather) and difficult to start fires with! ☺

**FURNISHINGS:** The Owner has furnished the unit with basic needs for housekeeping, cooking, etc. Linens, pillows and bedspreads are provided. It is wise to bring your own paper products, and soaps. While we do supply a starter amount of soap, extended stays or large parties will want to consider bringing their own.

**TELEPHONES:** Most of Premier's homes do provide telephones for local calls only. To make long distance calls, Guests are required to use a credit card or calling card. If long distance charges are incurred during a Guest's stay, Guest will be charged \$20.00 in addition to the cost of the phone calls.

**OCCUPANCY:** The number of Guests occupying a property is limited to the number stated on the lease agreement. These limits are strictly enforced, and are governed by law for your safety. All homes must be rented by an adult 24 years of age or older. You may be required to show proof of age. Exceeding the specified occupancy, or not meeting the minimum age requirement constitutes a breach in the lease agreement and will lead to termination without refund of rent and additional credit card charges.

**MAINTENANCE/REFUNDS:** All equipment in each home should be in working order. Please report any inoperative equipment to Premier promptly! Premier will make every reasonable effort to have the problem corrected, immediately. Under no circumstances will there be a reduction of rent or refund for loss of utilities, mechanical failure of air conditioning, heating unit, dishwasher, washer, dryer, TV, VCR, blender, toaster, or other appliances. While rare, all pools/hot tubs are subject to temporary closing due to extenuating circumstances. No refund or rent reductions will be given if this occurs.

THERE ARE NO REFUNDS FOR INCLEMENT WEATHER INCLUDING SNOW, ETC.

Our maintenance department is on duty from 8:00 AM to 8:00 PM seven days a week. All calls will be returned but only true emergencies will be handled after maintenance hours. 812 988 8208 \* 812 340 0125 \* 812 340 0775

**LOCK-OUT POLICY:** In the event a Guest is locked out of the home during the rental period the Guest must call (812) 340 – 0125 OR (812) 988 8208 and leave a message. A Premier Representative will call

*you back and arrange to meet you at the cabin. There may be a \$20.00 service charge; this fee is to be collected at the time service is rendered.*

**SUBSTITUTION/NON-AVAILABILITY:** *Should the home confirmed by Guest become unavailable for any reason whatsoever, Premier will inform Guest immediately upon us being notified and/or prior to check-in whenever possible. Every attempt to relocate Guest to a comparable home will be made, unless Guests requests a full refund, in which case all monies will be refunded. Guest will be responsible to pay any rental amount on a substitute home that exceeds the original reservation amount.*

**SECURITY DEPOSIT/DAMAGES:** *A credit card number must be provided for damages. Guest will be responsible for any damages or theft. Please report any damage upon occurrence. GUESTS CREDIT CARD WILL BE USED AS DAMAGE PAYMENT. Charges to Guest's card may include, but are not limited to: damages over and above normal wear and tear, theft, phone charges, excessive cleanup, unreturned keys, unauthorized late check-outs and unwarranted service calls. If a fee is charged, a letter will be sent to the Guest explaining the reason.*

*Should the Guest dispute the charges or the credit card limit on the card not be sufficient to cover the theft and/or repairs/cleaning required due to excessive use of the cabin, Premier reserves the right to charge the Guests with vandalism and pursue collection from the Guest with venue being Brown County, Indiana. All attorneys' fees will be at the expense of the Guests should collection become necessary.*

**LATE CHECK-OUT:** *Unauthorized late check-outs shall cause the tenant to be charged up to twice the daily rental rate for any portion of day the tenant remains on/in the premises. These rent plus any and all legal fees or other expenses resulting from this late checkout shall be paid by the tenant.*

**PERSONAL PROPERTY:** *Premier will not be responsible for personal items. Guests must send a prepaid envelope or package for return shipment. No CODs please. ☺*

**CLEANING/ CHECK OUT PROCEDURES:** *To ensure that homes are well maintained, cleaning and cross-inspection will occur after each departure by Premier housekeeping. Guest's are required to:*

- 1. Gather all trash in appropriate trash bags and put in kitchen.*
- 2. Wash and put away all dishes/pots/pans/silverware.*
- 3. Leave furniture and other contents in original location and condition.*
- 4. When departing, leave A/C at 78 degrees/Heat at 55 degrees (in most units).*
- 5. Ensure the home is tidy.*
- 6. We ask that you gather used linens and towels and pile them where easily seen.*

*Failure to comply could result in a charge to Guest's credit card.*

*We truly hope you enjoy your stay in beautiful Brown County! Please remember that you ARE coming to the country, and we do share our area with a wide variety of critters and plants. ☺ Be mindful when outside. Never attempt to pet or feed a wild animal. Watch your step. Never leave out trash or food. It is wise to bring Benadryl in the event of bee stings, poison ivy, etc. Also, please keep the pollen in mind if you are prone to allergies. We do operate on the 911 emergency system should an emergency arise. There are also local drug stores close by should you need something. Please acknowledge that Premier cannot control nature and the animals that grace our area. We will do everything we can to ensure your stay is safe and enjoyable. We hope you have a fabulous vacation and stay with us again next time ☺*