

## CHECK-IN TIMES, CHECK-OUT TIMES & EARLY ARRIVAL/LATE DEPARTURE POLICY :

Premiere RV Sites- Check-In 12:00 pm/Check-Out 11:00 am

Signature RV Site/ Tiny Home/ Tent- Check-In 3:00 pm/Check-Out 11:00 am

Attention: If the Signature Site TV is ruined because the guest did not put the cover back over the TV overnight or in inclement weather (rain, snow, sleet, extreme temps, etc..) the guest will be responsible for the replacement fee of the TV that The Ridge chooses. This will be charged to the credit card on file and by signing these policies you understand that you are responsible for this.

Early check in and late check out are based on availability, within 24 hours of your reservation arrival date, with a \$25.00 + tax charge and must be done through the registration office.

Quiet Hours: 11:00pm to 8:00am, unless otherwise stated.

## CANCELLATION, CHANGE & REFUND POLICY:

Reservations MUST be cancelled or changed at least 8 days PRIOR to scheduled arrival date for a refund of deposit, all reservations will be locked in 7 days prior. If you need to cancel your reservation, you must call the resort during business hours. Email notifications are NOT accepted. Reservations CANNOT be shortened upon arrival or during your stay with any type of refund or transfer of money to a future reservation. Reservations are locked on the 7th day.

We offer an OPTIONAL \$25.00 Carefree Vacation Protection Program that allows you to cancel up until your day of arrival. Carefree Guarantee is NON-REFUNDABLE & must be purchased at time of booking. Carefree Guarantee does not provide refunds or credits for early departure.

In the event, you need to cancel inside the 7 day cancellation period and you have purchased the Carefree Guarantee policy at time of booking, you will be given a credit voucher for the amount of monies paid LESS the \$25.00 Carefree Guarantee Policy. We will not issue a refund inside the 7 day cancellation period, but The Carefree Guarantee Vacation Protection Policy allows you to reschedule your dates with a Credit Voucher/Gift Certificate that will be valid for 5 Years. In the event you choose new dates, you will have the option to purchase the Carefree Guarantee for your new dates.

If you did not purchase the Carefree Guarantee, the cancellation policy will apply inside 7 days prior to arrival and you will lose your non-refundable deposit that is now due in full 7 days prior to arrival. We will not make any exceptions since we have offered this extremely affordable program that allows flexibility in uncertain times. Rallies are subject to separate and different policies. Please check with your Rally Coordinator.

If you book online, Carefree Guarantee is automatically applied to your reservation and it is detailed in your charges and total. If you booked online and you do not wish to keep the carefree guarantee policy, you have 24 hours to call us to remove carefree guarantee. After that time period, we will not remove the carefree guarantee policy.

The full reservation amount with taxes and fees will be charged for all "no show" reservations.

Reservations will be auto charged 7 days prior to arrival, which begins the 7 day cancellation period.

Camping/Glamping is an outdoor experience. No refunds or credits will be provided due to the discomfort of nature. No refunds or credits will be given for early departures for any reason.

Luxury tents are a canvas structure glamping experience. We do NOT refund due to weather conditions inside of the 7-day cancellation policy or during the stay.

Extreme heat or cold weather WILL affect the temperature inside of the tent. Please plan accordingly.

Our Complimentary Starter Supplies for Tiny Homes and Glamping Tents are as follows: 2 trash bags, 2 rolls of toilet paper, 1 dish liquid, 2 travel-size soap bars, 1 travel-size shampoo, 1 travel-size conditioner, 1 travel-size lotion, 1 roll of paper towels. Guests are responsible for any additional supplies after these have been used.

**Towel Swap Out for Tents and Tiny Homes:** Please swap out your towels in the front office every other day of your stay. You may also schedule a towel exchange by calling 865-505-3111. This service is only allowed with tents and tiny homes.

#### **ACCOMMODATION MINIMUMS, OCCUPANCY LIMITS & FEES:**

**Signature Sites, Luxury Tents and Tiny Homes** must be reserved for a minimum of 2 nights in each accommodation.

**RV Campsites & Luxury Tent** rates are based on 4 people. It is \$4.50 per extra person over the age of 6 years old. Max 8 people on site.

**Tiny Homes 1-5:** Sleep 2 people. Rate is based on 2 people. No Pets

**Tiny Home 6:** Sleeps 6 people. Rate is based on 4 people. No Pets

#### **PET POLICY & PET FRIENDLY ACCOMMODATION INFO:**

All RV sites are pet friendly.

**Tiny Homes and Tents # 3, 4, 5, 6, & 7** are NOT pet-friendly with no exceptions. Guests found harboring a pet in a non pet-friendly unit will be vacated from the property immediately with no refund.

**Luxury Tents # 1, 2 & 8** are pet friendly. The pet fee for pet-friendly Luxury Tents is \$20.00 per day per pet: 2 pet maximum. Damage(s) caused by pet(s) will result in charges to the reservation holder. Pets must be crated and/or contained during the guests' absence. Pets are not allowed to be contained on the front porch area during the guests' absence.

We do not allow emotional support animals. However, trained & licensed service animals are allowed in accommodations.

Pets are NOT allowed inside the pool areas, lazy river or bath houses. Pets are not allowed to swim in the pond.

Pet owners **MUST** clean up after their pet. There is a \$50.00 fine for not cleaning up after your pet on sites and public areas. Sites are checked daily. Please locate and use the Pet Waste Disposal Stations throughout the resort.

Limit of one pen/fence per site no larger than 10' X 10'. Lines used as dog runs are not allowed. Pets must be on a leash (6 ft. maximum) at all times. Pets can NOT be left outside (crated or tied) during a guest's absence from the campsite or resort. Excessive barking, in the presence or absence of a guest, will NOT be tolerated and must be curtailed immediately. Other disturbances such as growling or aggressive behavior will not be tolerated. If guests must leave due to pet-policy violations, there will be no refunds given.

#### **SITE REQUESTS & ASSIGNMENT:**

Although site requests and assignments cannot be 100% guaranteed due to a number of factors, The Ridge will make every effort to avoid site reassignment from the original site reserved. Sites reserved for one night may be moved at any time and without notice. The Ridge reserves all rights to site assignments.

#### **SMOKING POLICY:**

Please do not smoke or vape inside or within 25 ft. of our Registration Office, Events Center, Bathhouse, Clubhouse, Tiny Homes, Luxury Tents or Pool areas. Smoking inside of a Tiny Home or Luxury Tent will result in an additional cleaning fee of \$200.00.

#### **GOLF CART POLICY (PERSONAL OR LEASED):**

All drivers of any golf cart (Personal or Leased) must be at least 16 years of age & possess a valid driver's license. Children are NOT allowed to drive golf carts, even with adults. All golf carts must have head and tail lights. No golf carts are allowed down Retreat Rd (use Autumn Ridge). Upon arrival, guests must review and sign the appropriate golf cart agreement.

## **GENERAL RULES & INFORMATION:**

**Speed limit 7 MPH. There are NO exceptions!**

**Luxury Tent keys and Signature Site TV remotes must be returned to the office or after hours dropbox upon check out. Guests will be charged \$100 for keys that are not returned and for any missing locks. Guests will be charged \$50 for Signature Site remotes that are not returned.**

**All visiting guests must check in at registration for a car pass and must purchase a resort armband to access resort amenities. Visitors MUST park in overflow parking. Visiting hours end at 10:00pm**

**Bicycles ridden after dusk must be equipped with lights. ATVs are not permitted on property. Helmets must be worn while riding bicycles while on property at all times.**

**Two vehicles are allowed per site. No parking or driving on grass. No parking in roadways. You must park as site permits or in overflow parking.**

**Generators are not permitted.**

**Please be courteous in keeping your site tidy and clean.**

**Do not burn plastic, trash or glass in firepits. Do NOT roast marshmallows on gas firepits. Firewood is available for purchase in the office. Due to the threat of insect infestation, no outside source of firewood is permitted.**

**No clotheslines attached to trees or anywhere on the campsite are permitted.**

**Portable sunshade tents with no bottom are welcome. Occupant camping tents are NOT permitted.**

**Tiny Home accommodations include linens,towels,Keurigs,cooking utensils & etc. Guests need to provide their own K-Kups for Keurig.**

**Tent accommodations include linens,towels, standard coffee maker,cooking utensils & etc. Guests need to provide their own coffee for coffee maker.**

**Firepits, Firepit Lids and Picnic Tables are not allowed to be placed in the grass.They must remain on the concrete pad.**

**No discharge of fireworks of any kind.**

**Wash Permits are available for purchase in the office. Please make the purchase prior to washing your RV or car on site.**

**Parents/Guardians are responsible for the behavior of their children. Be aware of where your children are and what they are doing at all times. Children MUST be supervised in the bathhouses and restrooms. Parents/guardians will be held financially responsible for any damages caused by their children.**

**MONTHLY STAYS in January and February Deposit, Payment and Cancellation Policy:**

**Winter Monthly Premiere RV site Reservations will require a 50% deposit at time of reservation and payment in full 7 days prior to your scheduled arrival date. The cancellation policy for our January and February Monthly Stays will require a cancellation 30 days prior to your arrival date to receive your deposit back. If cancelled 30 days or less to arrival date, the full deposit and any payments collected will be forfeited in full. We will not allow refunds, rainchecks, or credit vouchers for any cancellations inside 30 days prior to arrival.**

**\* Tax amount includes all taxes and processing fees.**

**We are a family friendly resort & we do ask that all guests treat other campers, glampers and staff members with common courtesy and respect.**