

TERMS AND CONDITIONS

RESERVATION REQUIREMENTS:

To place a reservation call our office at 404-985-7859. There is a 2 night minimum on all reservations. Sautee Resorts, requires a 50% deposit of rental fee in advance to hold a reservation. This deposit may be paid at time of reservation using a credit card or mailing a personal check or money order made to Sautee Resorts, 595 Highway 255, Clarkesville, GA 30523. If mailing a check, we require receipt of payment within 7 days of the booking date and at least 14 days prior to the reservation. At that time, if payment is not received, the reservation will be cancelled. Upon receipt of deposit, confirmation receipt will be emailed to you.

PAYMENT OPTIONS:

We accept Visa, Master Card, Discover, and American Express for your deposit. Balance is due at check in and must be paid with cash, credit card or travelers check.

CHECK IN:

Check-In is between 1 p.m. to 3 p.m. IMPORTANT – you must call the office in advance if you will be arriving after 3 p.m. All CHECK INS after 3:00 P.M. MUST ELECT THE EXPRESS CHECK IN. Arrivals after 3:00 P.M. that have not arranged EXPRESS CHECK IN will not be able to access their villas. (See Express Check in Policy below) Check in earlier than 3 p.m. is based on availability and pre-approval only, and is not guaranteed.

Balance is due at check in. A copy will be made of your driver's license and credit card at check in. Only the person who secured the reservation will be authorized to check in unless prior arrangements are made with the office. We will need in writing the name of the person you are authorizing to check in for you. And all payment arrangements must be made prior to check in.

CHECK OUT:

Check-Out time is 11 a.m., unless prior arrangements are made, guests that do not vacate their cabin by 11 a.m. will automatically be charged for an additional night's rental. Availability and approval must be discussed over phone regarding late check-out.

Please leave Keys on the kitchen counter at departure. A charge could occur if keys are not found or not left on kitchen counter.

EXPRESS CHECK IN:

This is a convenience for guests who are unable to check-in by 3:00 P.M. or who would like to be able to go right to their cabin. This does not mean early check in before 3:00 P.M. Normal check- in and check-out times only, unless prior approval has been made with the office.

To qualify for this service, balance must be paid in full, and a copy of your driver's license faxed or emailed with a signature agreeing to the terms and conditions. IMPORTANT: This information must be received back in our office 3 days prior to your arrival date. You can either fax to 770-754-0883 or email to info@sauteeresorts.com

Once all forms are received we will charge the balance to your credit card. We will then email the key code(s) along with your confirmation 2 or 3 days prior to check in. Maps to the resort and villas can be printed off the website.

DAMAGE WAIVER:

All reservations are subject to a \$29.00 nonrefundable Damage Waiver, which relieves Guest of cost for all unintentional and incidental damage to property and its contents, up to an amount of

\$200.00. This Damage Waiver does not cover intentional damage, theft, and excessive cleaning required or unintentional damage exceeding the cost of \$200.00. This fee will not be waived.

CANCELLATIONS:

NO REFUNDS FOR CANCELLATIONS MADE SEVEN (7) DAYS OR LESS BEFORE ARRIVAL DATE. THERE WILL BE NO EXCEPTIONS FOR ANY REASON. All cancellations made 8 days or more prior will be refunded minus a \$25.00 Service Fee. You must call the office to validate the cancellation and a cancellation number must be issued.

In the event of a “No-Show”, full amount of reservation will be charged. Please do everything possible to ensure that this will not happen. No refunds for early departures. No refunds for Acts of God, Mother Nature, or any type of outages.

MAXIMUM OCCUPANCY:

The maximum occupancy is stated in each villa amenity section.

CLEANING FEES:

A cleaning fee is charged to each reservation and varies by size of cabin. It is included in the charge summary of the confirmation.

PET POLICY:

Pre-qualification is required for Pet Stay. There are restrictions that may vary with the rental property. A non-refundable \$75.00 pet fee will be required (2 pet maximum) if approved. Each pet must weigh 15 lbs. or less. A pet security agreement will be required to be filled out and signed prior to check in or at check in. All pets must be disclosed at check in.

HOT TUBS:

When using the hot tub, remember there is certain health risk associated with this facility. Use at your own risk. Our maintenance drains, sanitizes, refills and replenishes chemicals in all hot tubs after every use. Hot Tub covers are for insulation purposes and are not designed to support a person or persons. Do not stand on the hot tub covers, 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. No pets allowed in the Hot Tub.

SATELITE TV:

All villas are equipped with satellite TV. We do not guarantee any particular channels. IMPORTANT: The remote controls for the TV's can only turn on by the TV BUTTON, not the power button. If you hit the power button it will scramble the satellite and it will not work. We are not responsible for satellite service interruptions. No refunds will be issued for these outages.

WOOD BURNING FIREPLACES:

Wood burning fireplaces are seasonal from October 1st to April 15th. Firewood is for sale at the Registration Office or you are welcome to bring your own firewood. No other items other than wood or Dura flame type logs are allowed in the wood burning fireplaces. Guest further agrees that no fire will be left unattended.

OUTSIDE FIREPITS:

Fires are only allowed in the designated area in the fire pit. Do not move or enlarge the fire pit area. This is for the safety of all our guests at the Resort.

GAS BBQ GRILLS:

Certain villas have gas grills. Request a grill at booking, and we will be happy to accommodate you. Please leave grill in a clean condition and burn off BBQ surface after use; this alleviates problems with our local wildlife.

TRASH:

All villas have outside designated areas for trash. For your convenience, Maintenance will pick up garbage daily. Please do not litter.

NO SMOKING:

We do not allow smoking in any of our villas. You are allowed to smoke outside of the villas. Ash trays are supplied at the villas. Please do not throw the butts in the woods or immediate areas. If management discovers that smoking and/or butts have been thrown out this could result in a possible \$150.00 cleaning fee.

AGE REQUIREMENTS:

You must be at least 21 years of age to rent one of the villas. We rent to responsible adults over the age of 21 only; all guests under the age of 21 must be accompanied for the entire stay by a parent or legal guardian. Proof of age must be submitted at time of check-in.

VILLA AMENITIES:

All villas have fully equipped kitchens, a flat screen TV, satellite, heating and air, fireplaces, kitchen linens, bed linens, dishes and pots and pans. All villas have a starter kit such as tissue, paper towels, hand soaps and dish soap. Wireless Internet is available.

ITEMS LEFT BEHIND:

We are not responsible for any items left behind. Personal items found in the villas will be held for two weeks then disposed of. Any items requested to send to guest will be sent COD or with guest personal shipping account. We are unable to send packages any other way.

GUEST AUTHORIZATION

By signing, I agree to accept all terms of the Rental agreement and accept all liability for any damage beyond normal wear and tear during the term of my lease with Sautee Resorts. I agree to release and hold harmless Sautee Resorts from and against any all liability, loss, damages, claims, or actions for bodily injury and or property damage, arising out of the use of all facilities. I assume full responsibility for all proposed occupants and visiting guests. I understand any intentional damage, theft, and excessive cleaning required or unintentional damage exceeding the cost of \$200 will be charged to my credit card. I hereby give Sautee Resorts permission to charge 50% of the total nightly rate plus tax to my credit card.

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