



## Hospitality Rental Agreement

**By purchasing a rental unit, the renter agrees to the following terms and conditions:**

- All Retreats, Deluxe Retreats, and Canopies must be checked in by 2pm on the date of reservation. Failure to check-in by 2pm will result in a forfeit of rental. No refund will be issued.
- Retreat and Canopy reservations do not include admission to Dollywood's Splash Country.
- Linens are NOT provided.
- All cancellations must be made 72 hours prior to the date of reservation for a full refund. Purchase of a Weather Guarantee allows for cancellation up to 5pm the day prior to reservation date for a refund of the unit price but not including refund for the Weather Guarantee price.
- Rental fees will **NOT** be refunded the day of the reservation in the event of inclement weather. No rain checks will be offered due to inclement weather.
- Management **STRICTLY PROHIBITS** the following:
  - Smoking, alcohol usage, and/or drug usage
  - Excessive noise to include music, rowdiness, and fighting
- Retreat Specific Agreement:
  - A \$1 hold will be placed on your credit card at the time of check-in. A credit card tab must be set up at the time of check-in. Funds that were not used will be released at the end of your retreat stay. Please note, it is up to your bank or credit card company as to when those funds will be released back to you. It may take up to 72 hours for funds to be available again.
  - Reservations apply for up to 10 people (additional guests are \$10 each). There is a **MAXIMUM OCCUPANCY OF 12** including minors and adults.
  - Food, beverages, and merchandise are an additional charge.

**Any violation of the above actions or requirements will be cause for immediate termination of rental.**

**NO REFUNDS WILL BE GIVEN.**