

CONFIRMING A RESERVATION:

To confirm your reservation, a signed lease and advance payment must be returned to Resort Real Estate and Rentals within 15 days of making the reservation. Final payment is due 15 days prior to arrival and can be paid by personal check, money order, Visa, MasterCard, Discover, or certified funds. No personal checks will be accepted within 15 days of arrival. Prices could be subject to change until we have a signed contract in our possession and have received a deposit.

CHECK-IN

Check-in starts at 4 p.m. You will come to our office on Highway 184 (3390 Tynecastle Hwy). Our office hours are from 8:30 a.m. to 5:30 p.m. Monday through Saturday, with extended hours during ski season (including Sundays). There will be a \$5.00 refundable key deposit due at check-in. If you will be arriving after regular office hours there will be a late arrival packet left for you in the green "CHECK-IN" box at the front of our office. The packet will have your name on the front and inside you will find a map to the unit(s), one key, and emergency phone numbers in case of a problem. NO arrivals on Christmas Day as our offices are closed and we give our staff this day off.

CHECK-OUT

Check-out is at 10 a.m. All units must be vacated by 10 a.m. on the scheduled departure date. Failure to check out on time will result in a \$50.00 late check-out fee. Keys must be returned to our office by 10 a.m. in order to receive refund of key deposit(s).

Before checking out please do the following steps:

1. Tidy unit
2. Load and start dishwasher
3. Clean out refrigerator
4. Take out all trash
5. Turn off all lights
6. Unplug small appliances
7. Turn thermostats back to 55 degrees
8. Lock and secure all windows and doors

CANCELLATION POLICY:

Your reservation may be cancelled if it is 31 days or more before your scheduled arrival date. Monies will be refunded less a \$50 cancellation fee on all rentals under \$2,000, and less a \$500 cancellation fee on all rentals of \$2,000 and over. If unit is re-rented for the full time of cancelled reservation on a \$2,000 or more reservation, then the cancellation fee will be reduced to \$50. These terms are subject to Resort, Real Estate & Rentals' discretion. If the requested cancellation is within 30 days of scheduled arrival date, no monies can be refunded unless property is re-rented for the full time period of the cancelled reservations. If the property is re-rented for the full time period of the cancelled reservation, client will be refunded in full less a \$50 cancellation fee. If unit is only rented for a portion of the cancelled reservation, client will only be refunded the amount of days the unit was re-rented.

(Check out our travel insurance information)

*Travel Insurance: We offer travel insurance through Red Sky Travel Insurance. We strongly recommend that you take this coverage because we can't issue refunds for anything that might be covered under this policy. For more information [click here](#) and check out information at Ski Trip Preserver.

OCCUPANCY:

Maximum occupancy must be strictly adhered to. Occupancy count includes children starting at the age of 5. Exceeding the occupancy limit set for your unit is grounds for immediate eviction. No exceptions and no refunds.

ACCOMMODATIONS:

All of our vacation properties are individually owned and reflect each owner's taste and requirements. Rearranging of furniture is not permitted. If you have specific standards or requirements for your vacation residence we advise personal inspection of the property prior to making reservations. Resort Real Estate and Rentals @ Sugar Mountain is a rental agency engaging in the rental of private property of others. This agency reserves the right to refuse service to anyone this agency feels will not be responsible for the property he/she is renting. This agency does not rent to anyone under the age of 21. Each rental unit requires a person 21 or older to lease and sign the rental contract. This agency is not responsible for the loss or theft of clothing, money, jewelry, etc. and is not to be held liable for any accidents or injury of any nature. This agency reserves the right to move any reservation that might come about due to unforeseen circumstances (house sold, out of rental system, owner's use, act of God, etc.) Under no circumstance is the obligation of this agency more than that of refunding the lessee's deposit. This agency does not guarantee any weather, road or ski conditions and there is no refund as a result of either. Transportation is the sole responsibility of the lessee. SNOW TIRES, CHAINS, OR 4-WHEEL DRIVE is mandatory during adverse weather. Any property damage will be billed to the lessee. Lessee understands that the lesser has the right to terminate this agreement, re-enter the unit, or take necessary measures to remove lessee from the premises in the event lessee violates the conditions of this agreement, which includes exceeding maximum occupancy.

Firewood is not provided. Burning wood in any gas fireplace is prohibited and subject to forfeiture of security deposit.

Grilling is not permitted on any porches, decks or walkways.

PROVIDED ITEMS:

All units are provided with enough Garbage Bags, Paper Towels, Dishwashing Detergent, bath soap, and Toilet Paper to get you started. If you need more of these items, you can purchase them at Food Lion located on Tynecastle Hwy or other local grocery stores.

PETS:

Absolutely NO pets are allowed unless otherwise permitted by Resort Real Estate and Rentals @ Sugar Mountain. You must call for permission. A pet deposit of \$100 per pet is mandatory and will not be refunded. If tenant's breach this policy it will result in immediate termination of stay. NO pets are allowed between December 1st and March 15th.

LOCK OUT POLICY:

During hours you may pick up an extra key at our office. After hours, one of our agents will meet you at the office. There is a \$25.00 charge for this service.

LOCKED CLOSETS:

Most units have one or more locked closets which are not available to guests. These doors are checked behind each guest. Tenant will be responsible for any damage or missing items.

LINENS:

A one-time linen fee is charged on all units. Linens are provided with initial set-up. Additional linens/towels are not provided. Weekly maid service is not provided unless you make arrangements with our office. There is an extra charge for this service. Laundry service is not provided and you are responsible for the laundering of you linens during your stay.

MAIL:

We do not accept mail for renters renting less than one month. If you are renting for more than a month you can have your mail sent to P.O. Box 758 Banner Elk NC 28604. We will pick up the mail daily and it will be available to pick up at our office after 2 p.m. We are not personally responsible or liable for any lost or damaged mail.

TELEPHONES:

All units have telephones. Please charge all long distance calls to your credit card, calling card, or home phone. There will be an additional \$10.00 service charge on any calls charged to the unit phone number. Local prefixes are 898, 733, 737, 387, and 964. All others are long distance including Foscoe, Boone, and Blowing Rock.

TOWN ORDINANCE:

Prohibits buses and oversized vehicles on the mountain except in designated areas.

Also prohibits loose dogs on the mountain. All dogs must be kept on a leash.

Most properties limit number of vehicles and parking spaces. No parking on side of roads.

UNITS LISTED FOR SALE:

Lessee agrees to allow unit to be shown promptly. As much advance notice as possible will be given.

MORE INFORMATION:

If you need information about any of our services, please feel free to use our contact form, send us an e-mail to info@staysugarmountain.com, or give us a call at 800-438-4555 or 828-898-9746.

CONTACT INFORMATION:

- **Address:**
Resort Real Estate and Rentals @ Sugar Mountain
3390 Tynecastle Hwy (184) or P.O. Box 758
Banner Elk, NC 28604
- **Phone:**
Local: 828-898-9746
Toll Free: 800-438-4555
- **Email:**
info@staysugarmountain.com