



**Local: 865-908-2065 | Fax: 865-908-2065 | [www.SanctuaryGolfVillas.com](http://www.SanctuaryGolfVillas.com)**

Tennessee Law (T.C.A. SEC 62-7-107) provides that procuring accommodations under false pretense (such as having more guests than stated) is a crime punishable by fine up to \$500.00 and/or imprisonment up to 90 days. Our accommodations are privately owned dwellings with the furnishings. You are responsible for any damages or missing items that occur during your stay. Please report any damage to our office immediately. Each renter is responsible for leaving the unit in order before checking out. An inventory list will be on hand for your review.

#### **Age Requirement**

You must **be married or 25 years of age**; unless accompanied by an adult or parent; No un-chaperoned groups please. All reservations require a **valid credit card on file** or a **\$500.00 Cash Security Deposit**.

#### **Pet Policy**

If a pet is found in unit, you will be asked to vacate premises with no refund given. You will also be charged any cleaning fees that may apply. A minimum of \$250.00

#### **Hot Tub and Other Safety Information**

Hot tubs and spa tubs should be entered at your own risk. Hot tubs have bromine in them. There are health risks associated with the use of hot tubs--use with discretion and at your sole responsibility.

Please do not stand or sit on hot tub covers. Damaged to hot tub covers will incur a \$350 charge. Hot tub covers should only be removed when the hot tub is in use. Please replace after each use. Please call if water level drops below the skimmer, a built in safety feature will shut off the heater and or hot tub completely. Please turn off jets when exiting your hot tub. Bathing before entering and after exiting will help to prevent allergic reactions to hot tub chemicals. Please check water temperature before entering, as hot tub temperature should be kept below 104 degrees. Do not add oil or soap products to water. Children must be supervised at all times while using the hot tub. Elderly person, infants, pregnant women, people with health conditions requiring medical care including infectious diseases SHOULD NOT use the hot tub. DO NOT consume alcohol, narcotics, or medication while using the hot tub. Should you experience nausea, dizziness or headache while using the hot tub, exit slowly and immediately cool the body. If you have any questions regarding the use and care of your hot tub please call the office @ 865-908-2065.

#### **Check -In / Check - Out**

Check-in is at 3pm. Please do not attempt to check-in earlier. In rare instances there maybe a delay in your check-in. We will however do everything we can to make sure that you can check-in at 3:00pm. We apologize for any inconvenience this may cause. All reservations must be paid in full 10 days prior to arrival. We will provide a map, the door lock code, and the alarm code. Door lock and alarm codes will be the same.

Check-out is at 11am. If you check out later than 11am on your scheduled check-out date you will be charged no less than \$35 per hour. Guest assumes full responsibility for damages and/or missing item(s) to any unit. An inventory of the Villa is taken prior to check-in and after check-out.

### **Energy Conservation program**

In an effort to conserve, we have used compact fluorescents in all fixtures except bathroom vanities, installed the highest efficiency hot water heater, use the highest efficient dual fuel heat pump system, high efficiency front load washer, and a digital programmable thermostat, that will reset 3 times a day (10am, 4pm, 10pm) to an energy conservation level. This level will be 78 in summer and 65 in winter.

Things the occupant can do to help us conserve energy: Reuse towels, turn off lights, do not operate heating/air while doors are open, wash full loads of clothes and dishes, recover the hot tub, and use the ceiling fans at night. Please feel free to set the air to a comfortable level when occupying unit.

### **Each Villa is supplied with the following**

- " Small bar of soap per bath
- " 1 roll paper towels
- " Garbage bag(s)
- " 4 rolls toilet paper per bath
- " 5 small dishwashing detergents
- " Linens for beds ( including sleeper sofa )/ 3 towels sets per person
- " Basic cookware and dishware. (Large parties may want to bring extras)

This is only a complimentary supply. If you think that this is not going to be enough linen, please bring extra as we do not do a daily clean up of the Villas.

### **What do I need to do before I check-out?**

- " Bag all trash and put in trash receptacle.
- " Wash all dishes used.
- " Place furniture in original position.
- " Leave linens on beds, place all wet towels in hamper.
- " If you adjusted the refrigerator settings set them back to their original setting.
- " Make sure hot tub is covered.
- " Notify *The Sanctuary Golf Villas* management of any damages to the Villa or the property

### **Keys**

A key code will be given to you with your confirmation letter. This Code is for the front door lock and the alarm system.

### **Cancellations and Changes**

No refunds will be issued within 30 days of reservations, security deposits will forfeited, or credit cards will be charged \$500. Only the guest named on the rental agreement may cancel or make changes to a reservation. We reserve the right to change the rental assignments without prior notice or liability in the event of a sale of the rental Villa or mechanical failure, guests will have the option of selecting from available Villas. If you need to make changes to your reservation (add or subtract a night, change units, etc.) you can do so up to 14 days of your scheduled reservation. If you need make a change within less than 14 days of your scheduled reservation you will only be able to add a night or change your Villa. You will not be able to subtract a night from your scheduled reservation. There will be a \$5 fee per change if changes made within 14 days of your reservation.

### **Liability**

The rental properties are under the management of Sanctuary Golf Villa Properties, who acts only as an agent for the owners. Under no circumstances will Sanctuary Golf Villa Properties be responsible for any injury, loss, expense, damage, claims, direct or indirect consequential or otherwise. Sanctuary Golf Villa Properties reserves the right to refuse or discontinue service to any person and /or rescind any contract for accommodations or guest services. All properties are privately owned; Management Company, Sanctuary Golf Villa Properties, and the Villa owner will not be responsible for accidents or injury to guests for loss of money, jewelry or valuables of any kind. If legal action is needed the guests will be responsible for all legal fees. All Villas are privately owned, so rates, descriptions, bed sizes, furnishings, etc. may change without notice, due to any malfunctions or owner changes. We are not obligated to give refunds for the failure or absence of any item, or for any public utility. We reserve the right to change rental assignments without notice or liability, in the event the Villa is sold or becomes unavailable. In such cases, if comparable accommodations are not available, you may select from available properties or receive a full refund. Rates, policies, unit ratings are subject to change without notice.

### **Smoking Policy**

Smoking is limited to porches and decks. A minimum fee of \$500.00 will be charged to guests smoking inside the Villas.

### **Fireplaces**

All Fireplaces are turned off Spring - Fall as well as the gas during these dates. During this closed period, DO NOT leave the Villas if the fireplace is on. Keep the screen closed at all times. DO NOT PLACE ANYTHING IN THE FIREPLACE AND DO NOT MOVE LOG CONFIGURATION. Replacement costs are approx. \$600.

### **Damages and Excessive Cleaning**

In the event of damage, theft, or the need for excessive cleaning, you will be charged. Please note that hot tub covers are fragile and have a replacement cost of \$350 or more, if children get on them they will break. Our Villas do not allow smoking or pets.

### **Maintenance**

Sanctuary Golf Villa Properties performs regular maintenance on all Villas and makes every effort to keep all amenities in good working order. As in any home, appliances, hot tubs, A/C and heating units, satellite TV, fireplaces, etc. may malfunction on occasion and while we do not offer refunds or discounts for such malfunctions, we will make every effort to correct any deficiencies as soon as possible during regular business hours. Please report all maintenance issues immediately. If you request after hours maintenance you will be charged \$25 per hour.

Regular maintenance hours: 9am - 5pm (Monday - Friday) (Saturday and Sunday - emergencies only)

### **Lost or Stolen Items**

Sanctuary Golf Villas management is not responsible for lost or stolen items. Guest items which are found will be returned to the rental office. Items can be returned at the guest's expense. We are not responsible for calling you to notify you that you have left something in your Villa.

### **Pests and Environment**

To ensure the best guest experience, we perform regular pest control maintenance on all of our Villas. Occasionally invaders may make their way inside. Management will not be responsible in these instances.

**Satellite Cards**

Do Not Remove the cards from the satellite receiver. Each Villa will be checked by housekeeping to ensure the satellite cards are not taken. If we find a card has been taken a fee of no less than \$250 will be charged. They will be reported stolen, deactivated and become void and useless.

**Telephone Service/ Wireless internet**

Do to the prevalent use of cell phones, no phone service is available. Wireless internet is free.

**Pool Tables**

Most of our Villa's have pool tables. There will be a \$50 minimum charge to replace broken pool sticks or missing balls, broken pool stick tips are not charged. If the felt on the pool table is damaged, a fee \$350 will be charged.

**Refunds**

Sanctuary Golf Villa Properties is only a property management company. All Villas are privately owned, and there will be no refunds given for nonexistence of items, malfunction of any items/appliances, Acts of God, electrical/power/water/cable outages or inclement weather. Refunds will not be given after check-in for any reason.

**Local Fire Codes**

Local fire codes **prohibit exceeding maximum occupancy.**

**Code of Conduct**

Since we are on a golf course and out of respect to other visitors, homeowners and golfers, proper etiquette is required of our guests. This is a family atmosphere. **NO house parties of any kind will be tolerated.** If asked to leave due to violation of this rule, no refunds will be given.

**Minimum Night Stay**

There is a 2 night minimum on all properties. During holidays and special events, the minimum night stay may increase.

**Specials**

All specials or discounts must be mentioned at time of reservation. No adjustments will be made to guest(s) accounts after the reservation is made.

I have read all 4 pages. I attest that to the best of my knowledge the above information is true. I understand that if I do not comply with the restrictions set forth in the rental contract, I will be asked to leave without refund. I understand that I am responsible for any missing items or damage incurred during my stay. Any missing items or damages incurred during my stay can be charged to my credit card.

Sorry, No refunds due to early departure for any reason.

Signature \_\_\_\_\_ Date: \_\_\_\_\_



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## CREDIT CARD AUTHORIZATION FORM

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I, \_\_\_\_\_, hereby authorize Sanctuary Golf Villa Rentals to charge my credit card in the amount of

\$\_\_\_\_.\_\_\_\_

Visa     MasterCard     Discover     American Express

Please provide the first 6 and last 4 numbers on the front of your card:

Credit Card Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Expiration Date: \_\_\_\_ / \_\_\_\_

VID/CVB Code: \_\_\_\_\_ Security code, located on the back of your credit card (normally 3 or 4 digit#)

Credit Card Issuing Banks Customer Service Number: \_\_\_\_\_

Credit Card Billing Address:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

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### Information

Reservation Number: \_\_\_\_\_ Guest First Name: \_\_\_\_\_ Guest Last Name: \_\_\_\_\_

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Signature: \_\_\_\_\_ Today's Date: \_\_\_\_\_

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Drivers License Number: \_\_\_\_\_ Issuing State: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Name as it appears on Drivers License \_\_\_\_\_

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*All Sales are Final No Refunds*

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