



Eagle Crest Lodge Rental Agreement 2017

Thank you for choosing Eagle Crest Lodge for your event/vacation. We hope you have a pleasant stay. The Lodge is located in Buck Haven Development on South Holston Lake in Southeastern, Virginia.

1. **RESERVATION AND PAYMENT** – To reserve the Lodge, guests must provide a signed copy of this rental agreement along with payment for 50% of the rental fee. The balance of the rental fee is due thirty (30) days prior to the arrival date. This amount will automatically be charged to the credit card on file.
2. **CLEANING FEE** – Guests are responsible for a one-time Standard Cleaning Fee of \$225. This will be automatically be charged to the credit card on file thirty (30) days prior to arrival. If The Lodge requires excessive cleaning, this will be deducted from the Security Deposit.
3. **MINIMUM STAY** – A two (2) night minimum stay is required.
4. **GUESTS RESERVING ON BEHALF OF THIRD PARTY** – Guests who reserve The Lodge with the intent that the property will be used by third party guests recognize that they will be responsible for damages, missing property and excessive cleaning fees.
5. **CHECK-IN/CHECK-OUT** – Check-in time is 3:00 pm and Check-out is 10:00 am. Please be prompt, our cleaning staff has a very short time to prepare The Lodge for the next guest. Late check-out fees will apply at the rate of \$100.00 per hour.
6. **NO SMOKING** – Smoking is not allowed in The Lodge. Guests breaking this rule are required to pay a sanitation fee of \$650.
7. **MUST BE 21** -- We do not rent to anyone under 21 years of age. We may require proof of identification.
8. **NO CANDLES** – Use of candles is not allowed in The Lodge.
9. **CANCELLATIONS** – Orion Management’s cancellation process is as follows:
 - a. No refund will be given for cancellation of reservations for Bristol Race week.
 - b. If reservations are not made for Bristol Race week:
 - i. Cancellations made **more** than one hundred twenty (120) days prior to the arrival date: guests will be refunded one half of the rental deposit.
 - ii. Cancellations made **less** than one hundred twenty (120) days prior to the arrival date; guests do not qualify for a refund. Note: early departure does not warrant a refund of the rental fee.
10. **MAXIMUM OCCUPANCY** – The maximum occupancy for The Lodge for the quoted rate is 18 people. No camping is allowed on the property.
11. **GROUP GATHERINGS** – Guests are **not allowed** to host weddings, receptions, rehearsal dinners or other events at The Lodge.
12. **NO DAILY MAID/LINEN SERVICE** – Daily maid service and linen change service is not included in the rental fee.
13. **BEACH TOWELS NOT PROVIDED** – We suggest you bring your own beach towels. The Lodge towels and linens cannot be removed from The Lodge building.
14. **PETS** – Pets are not allowed. Guests breaking this rule are required to pay a sanitation fee of \$650.
15. **LEAVE BICYCLES OUTSIDE** – Bicycles are not allowed in The Lodge. Please leave them on the porch.
16. **THE LODGE FURNITURE AND FIXTURES** – Guests are not allowed to move linens, kitchen items, furniture etc. from The Lodge. Furniture cannot be moved from the original placement positions.
17. **PARKING** –To maintain fire safety, please park in designated areas only.
18. **NO NOISE** – Guests must be considerate of neighbors. No loud music or other noise that can be heard outside of The Lodge.
19. **INCLEMENT WEATHER/ROAD CONDITIONS** – No refunds will be given for inclement weather.

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- 20. **INDEMNIFICATION** – Guests agree to release Orion Management and Chestnut Hill LLC, their officers, agents and employees of any liability whatsoever including loss of property, accident, illness, bodily injury or death, sustained by the guest or guest’s guests for loss of or damage to any property sustained in connection with their stay on the property. In addition, guests expressly assume liability for damage to The Lodge property as well as the risk for others whom they invite to use the property.
- 21. **SECURITY DEPOSIT** – Guests must provide a valid credit card number for use as a Security Deposit. While Orion Management anticipates normal wear and tear, guests will be charged an excessive cleaning fee as deemed necessary and replacement costs for missing or damaged items.
- 22. **WRITTEN EXCEPTIONS** - Any exceptions to these policies must be approved in writing in advance.
- 23. **CHECKOUT RESPONSIBILITIES** -- Guests must do the following to avoid additional fees:
 - a. Lock all doors and return The Lodge key to the designated location.
 - b. Remove all food/beverages from The Lodge.
 - c. All debris, rubbish and discards must be placed in outside refuse containers.
 - d. All linens (sheets, bath and kitchen towels) must be placed in the laundry room.
 - e. Unwashed dishes must be placed in the dishwasher and the dishwasher should be turned on.
 - f. All contents of The Lodge must be returned to their original place.
 - g. Notify Orion Management of any damaged or missing items.
 - h. Ensure the Lodge is reasonably cleaned.

By signing below, I agree to all terms and conditions of this agreement.

Guest Reservation Information

Signature: _____ Date: _____
Print Name: _____ Address: _____
Phone: _____ Cell: _____ Email: _____
Check in Date: _____ Check out Date: _____ # in the Party: _____

Payment Information (MUST BE FILLED OUT COMPLETELY)

Credit Card #: _____ Type: VISA, MasterCard, DISCOVER, AMEX (circle one)
Expiration Date: _____ Security Code: _____
Name on Card: _____ Card Billing Address: _____

Checks made payable to **ORION MANAGEMENT, LLC**