



Your online booking implies your agreement to our policies.

Reservations

A deposit is required with your reservation. A non-refundable deposit of \$50 per rental night will be processed on all reservations requested, and applied towards balance.

We require a (2) two night minimum stay.

Holidays, week of holidays, and Spring Break require (3) three nights minimum booking. Thanksgiving and Christmas require a 4-night minimum booking. Check-in and Check out are not permitted on Thanksgiving or Christmas Day.

2018 holiday dates are as follows:

- 3/9-3/25 (Spring Break),
- 5/25-5/28 (Memorial Day),
- 6/25-7/8 (Fourth of July),
- 8/31-9/3 (Labor Day),
- 11/21-11/25 (Thanksgiving),
- 12/22-12/26 (Christmas),
- 12/27-1/1 (New Years).

Payment: All reservations must be secured by an adult, age 21 or over, with a valid credit card (Visa, MasterCard, Discover, or American Express). All cabin payments will be processed 14 days prior to arrival and are non-refundable inside the 14-day window prior to arrival. Reservations made 10 days or less before your arrival must be paid in full at time of reservation. All guests must be 21 unless accompanied by parent or legal guardian. Person booking the stay must be present during stay and is liable for any damages. Any damages and/or cleaning costs will be billed directly to person booking cabin's given payment method.

One night stays are considered depending on the cabin and the date. An additional “cleaning fee” will be added. The cost of cleaning is \$50 – \$125 depending on the cabin. Call to reserve those one night stays which are considered based on availability.

Check-In is 3:00pm or after. Check out is 11:00AM or prior. Any later checkouts will incur a \$200 FEE per hour. Please note, early check-in can only be determined the morning of arrival.

NOTE: If our cleaning staff arrive at 11:00 check out time and find cabins populated with personal belongings, they will be moved onto front porch and Luxury Broken Bow Cabins (LBBC) is not responsible for them. If we cannot reach you we will contact the local authorities.

At time of payment, directions and key code instructions will be sent to your email. If for any reason, full payment is not processed by 14 days before arrival, the booking will be cancelled without deposit refund.

Properties may be switched if the dates of stay are outside the paid in full due date (14 days). There will be a \$50 reservation change fee.

Reservations within (14) fourteen-day window of stay lodging cannot be switched, nor dates of stay moved. All reservation adjustments must be made before this time. Note: If reserving a concierge service or package, once the appointment/order is confirmed, your credit card will be charged for the amount of the service/goods and is non-refundable for any reason.

Rates are based on occupancy not be greater than the defined “maximum occupancy” per cabin on luxurybrokenbowcabins.com — failure to comply will be an additional \$250 per person/per night. These maximums are set per fire code and insurance purposes and cannot be exceeded for any reason, no matter the age of the guest.

We are not liable for any third party service or unforeseen amenity “down time.” Examples of such services and amenities include, but are not limited to water, electric, cable, satellite, Wi-Fi, Internet, appliances, electronics, and hot tub. We, in good faith, attempt to make sure all advertised features are available during your stay, but as with any home, outages happen unexpectedly. We will address all concerns within our control as quickly as we are able upon notification through phone, text, and email but Luxury Broken Bow Cabins (LBBC) can not guarantee usage of such items.

Quiet Hours: Quiet hours begin at 11:00 P.M. Shooting guns, fireworks, or other explosives are not allowed on any of the cabin properties. Loud music is prohibited at all times.

Dish/Cable/Direct TV/Internet/Satellite Service: Although many of our properties do have internet/Wi-Fi and Satellite service, Luxury Broken Bow Cabins (LBBC) is not responsible for cable, dish, Direct TV, Internet or satellite service at any cabin. These services are provided as a convenience only & are not integral to the lease. No refund of rents shall be given for outages, content, lack of content, speed, access problems, lack of knowledge of use, or personal preferences with regard to services.

Property Electronic Equipment: A \$250 fee will be imposed for tampering with electronic equipment that causes a service call. Do not unhook, disconnect any electronic equipment for video games or other devices. Video games may be connected to available HDMI slots only. Housekeeping will check electronics before arrival to ensure they are in working order.

ATV Riding: 4-wheelers as well as any unlicensed off-road vehicles are not legally permitted on cabin property or on the county roads that lead to and from the cabins. This is enforced by local law enforcement officers with a minimum fine of \$250 for violating this law.

RV Parking & Tent Camping: RV and tent camping are not allowed on the cabin properties.

Trash: Place all trash inside the outside barrel and make sure to secure it with a tightly secured lid. Remember, you will be staying in a forest full of animals that would love to play in the trash and make quite a mess with it! Although we do not provide daily trash service, we will pick up trash on the third day of a four-night or longer stay.

PRIVACY POLICY: We respect and are committed to protecting your privacy. We may collect identifiable information when you visit our site. We will not sell your personally identifiable information to anyone.

Cancellation Policy

Minimum (15)-day notice required on cancellations. If cancellation is more than 14 days out from arrival date then a \$50 cancellation fee is kept from your deposit, and the remainder refunded to your credit card.

Cancellations made after 8AM on the 14th day before arrival are charged 100% and non-refundable for any reason.

All cancellations require written email notification from you to us and email must match the email listed at time of reservation.

Weather is not a valid option for cancellation unless stated by the National Weather Service or State Government authorities.

Pet Policy

Cabins are pet-friendly unless specified otherwise in website description.

A \$25 per pet non-refundable nightly fee is added to your reservation when you inform us that you are bringing your pet(s) to our pet friendly cabins.

The maximum pet allowance is 3 per cabin.

Pets must be indicated on rental agreement by person making reservation. Failure to notify Luxury Broken Bow Cabins (LBBC) of pets will incur a \$200 pet charge per pet and will be charged to person responsible for booking.

Pets are not allowed at the cabins that do not allow pets. Pets on these properties will incur a \$200/day fine.

Pets are not allowed on the beds or furniture. A minimum cleaning/damage fee of \$200 or more (based on damage) will be assessed for failure to comply with this policy.

After a reservation is paid in full, pet fees are non-refundable even if no pet is present during stay.

No smoking inside. Failure to comply will be a \$200/day charge.

No tents or RV parking/hook-up on cabin property. Hooking up an RV will be assessed a \$250 per night fee in addition to an over occupancy failure to comply fee of \$200 per night/per person.

No glass, soaps, creams, oils, bubbles, lotions, food, rocks, toys are allowed in the hot tub. Failure to comply will be an additional \$500.00 cleaning/maintenance charge and an additional night charge at the cabin as cleaning these products takes multiple hours and cycling to completely remove from the hot tub system.

No firearm discharge of any type (including BB guns and airsoft) is allowed on cabin property. Evidence of such will be reported to proper authorities, you will be charged for clean up/damages and you will be evicted.

No fireworks on cabin property.

No locking deadbolts. The keyless entry will keep the property secure upon checkout or while you are away. This will save you potentially hours waiting for a key to be taken to your location or a charge for a locksmith.

You are responsible for cabin contents while you are away from cabin. You must properly lock and secure cabins and contents from theft and damage while you are off premises and under reservation.

All cabins are inspected before your arrival.

Any damages found at the cabin after your checkout will be charged to the credit card on file. The amount of this charge will be determined by estimated repair and/or replacement costs. Once final resolutions are made, receipts will be provided.

Note: It is your responsibility to do a follow up inspection at your reserved cabin within two hours of arrival time listed on the reservation. You must email us at info@luxurybrokenbowcabins.com to report any issues. If the matter is something needing more immediate attention, please call *and* text us at 214-693-4183. This includes broken items, stained linens or furniture, appliances not working, etc. Reporting damage after your departure or after we contact you and charge you is not valid.

Stained or torn linens or furnishings will be charged at least \$150 and can be up to the cost of equal replacement.

Hot tub covers average \$500+. Do not jump, sit, stand or play on the hot tub covers, they will break. All hot tub covers are inspected prior to your arrival.

Guest will be charged accordingly for damages.

Cleaning Fees The cost of cleaning is listed in your reservation. Extra cleaning can range from \$50 to \$125 if your cabin is not left in "clean" condition. Examples of "clean":

- All trash (dirty diapers) put in outside trashcans and covered.
- No pet hair found on furnishings.
- Dishes washed and stored.
- No cigarette butts or trash, including pet droppings found on cabin property.
- Furniture arranged in original location.
- All cabin amenities (games, toys, decorations etc.) put away neatly in their original condition.
- No food left on: grill, stovetop, countertops oven or microwave.
- No spills or “accidents” left unattended.
- No bodily waste left for cleanup.

Items left on premise:

Items (non-perishable) found in the cabin after your departure will be kept for one week. If we have not received a call or email from you about your items, they are donated to the local charities.

We will mail your items back to you for the cost of total postage plus \$50 handling fee.

Environmental Concerns

Our area is abounding in natural beauty, a wonderful place to relax, explore, and enjoy the sights and sounds. Please remember, however, that we do share this incredible rural, forested area with local wildlife, fauna, and insects. We urge you to keep this in mind when booking with us and packing for your trip.

Luxury Broken Bow Cabins (LBBC) is not liable or responsible for wildlife and/or insects found on or in the rental properties or surrounding area.

Luxury Broken Bow Cabins (LBBC) is not liable or responsible for wildlife and/or insect bites, stings, or damages associated with bites or stings.

Guest is responsible for using appropriate repellent, clothing, and medical supplies in case of allergies.

Liability

Broken Bow and surrounding areas have many natural attractions and recreational opportunities. Please note that by booking with us you imply understanding that Luxury Broken Bow Cabins (LBBC) is not liable for any damage to persons or property occurring or arising on premises from any cause whatsoever. By booking, you agree to our policies and you understand and assume all risks associated with the activities in which you or your child or party member will engage at or near all Luxury Broken Bow Cabins (LBBC) managed properties and will hold the owner and management company harmless from all claims.