

Big Mineral Resort & Marina

Cabin Rental Policy

ON-LINE BOOKING

To make your reservation, we have a Vacation Specialist standing by to take your call at (903) 523-4287 during office hours or, for your convenience, we have online booking on our website www.bigmineral.com.

Cancellations may be made down to 14 days prior to arrival. 10% of the total reservation will be charged for any cancellations. Date changes can be made 10 days or more prior to arrival. Some changes can be made at shorter notice, but are not guaranteed.

WHEN IS MY CREDIT CARD CHARGED?

We accept Master Card, Visa, and American Express

To confirm your reservation, you will be charged a deposit in the amount of one night's rental fee. The person that the reservation name is under must be the one to actually "check-in" to sign paperwork. This person must also provide their personal credit card used for making the reservation upon check-in. If anyone other than the person that reservation name is under tries to check-in prior, they will be refused.

MINIMUM NIGHT STAY

We have a 2 night minimum stay with our cabins on Weekends and holidays. Occasionally an exception may be made. (There is a 3 or 4 night minimum on most holiday weeks and some special event weeks/weekends) Guest staying at least 7 nights may be eligible for a discounted stay. Call for details.

DAMAGE DEPOSITS

Upon arrival, guests will be required to provide I.D. and a valid credit/debit card. It will be kept on file until after departure to cover any incidentals or damages that occur during your stay.

You must be at least 18 years old to rent a cabin from us. We require a minimum of \$250.00 refundable deposit at time of check-in. The actual amount will be based on the number of occupants and the specific cabin being rented. This deposit will be held for 2 days after check-out and will be returned in full unless incidentals or damage are identified upon final inspection.

CHECK-IN TIME & CHECK-OUT TIME

Your check-in time is 3:00 p.m. unless specifically designated on your reservation in advance. Your check-out time is 11:00 a.m. unless specifically designated on your reservation in advance. If you choose to check-out later than 10:00 a.m., there will be an additional charge. At 10:15 a.m. Our Cabin Techs and Maintenance Crew have permission to enter the cabin or room and start preparing it for arriving guests. If you have not left by that time, you will be charged \$40.00 for every hour past 10:00 AM.

LINEN POLICY

We are very proud to provide fresh, clean, resort style bath and bed linens provided by our new in-house Laundry Post for your stay. Please be respectful of all linens and treat them as you do your own. Please leave all linen on the beds and towels in the bathrooms as you are preparing for your departure. Any missing linen will be charged appropriately.

PET POLICY

We would love for you to bring your pet along (dogs only). There is a \$25.00 charge, per pet, with a maximum of two (2) pets.

You will be charged a **\$50.00 fine per pet, per night** if your pets are not registered with us and will be asked to leave without a refund. Please be a responsible pet owner when bringing your pet on vacation with you.

Your pet is not permitted on the furniture or beds. Remember to “Scoop the Poop” on the property and clean up paw prints and pet hair left behind to avoid additional charges.

Pets must “always” be kept on a leash outside your cabin.

Pit Bulls, Bullies, Chows, Rottweilers, German Shepherds and any other aggressive breeds are strictly prohibited. Park Managers have full discretion regarding aggressive breeds.

GUEST CABIN CLEANING RESPONSIBILITIES?

We graciously clean after departure, however, we do require that you depart leaving your accommodation in the order you found it. If the cabin has been partied in or left excessively messy, we will charge your credit card accordingly.

You are accepted to have all your garbage bagged and placed outside in the garbage cans provided. If you have additional garbage it must be bagged and put next to the outside garbage cans. You will be charged an appropriate fee for excessive garbage or garbage clean up.

HOW MANY FRIENDS ARE YOU BRINGING?

Make sure that you know how many people your cabin will accept before making a reservation. We do not accept crowding or parties and you may be charged additional money or be asked to leave if your cabin is over crowded with guest. You may only bring the number of guest with you that you have reported on your reservation. If you bring additional guest that have not been registered, there will be

a charge of a full nights stay for each night the non-reported guest stays or you may be asked to leave and forfeit your payment.

WHAT WE PROVIDE FOR YOU

We supply bath and bed linens for all cabins. You are provided with 1 bath set per bed space. If you need additional, please bring extra with you.

All of our accommodations are fully equipped & furnished with the comforts of home.

We provide kitchen utensils, pots and pans, some bowls or casserole dishes, place sitting dishes and glasses and silverware in the cabin kitchens. If you have a special recipe that needs special containers...please bring additional kitchen items as you see needed.

We provide a "starter" supply of toilet paper, paper towels, and soap. We highly recommend that you bring extra supplies for your stay.

SMOKERS

All cabins are non-smoking. Feel free to enjoy smoking outside or on the cabin deck. Please be responsible in disposing of cigarette butts so that you are not responsible for littering or for a fire. Cigarette butts can cause forest fires.

QUIET TIME

Please respect other cabin properties by staying quiet after the hour of 10:00 p.m. Excessive noise or partying will be addressed by security.

LOST AND FOUND

We are sorry that we cannot be responsible for items left behind. Please check your room or cabin carefully before departing. If we are able to return your left items to you, there is a \$25.00 charge for shipping and handling. This charge could be higher if your item is larger or heavy.

CANCELLATION POLICY

Cancellations may be made down to 14 days prior to arrival. 10% of the total reservation will be charged for any cancellations. Date changes can be made 10 days or more prior to arrival. Some changes can be made on a shorter notice, but are not guaranteed

WHAT IF I DECIDE TO SHORTEN MY STAY ONCE I ARRIVE?

We will not be able to reimburse you if you decide to shorten your stay after you arrive.

WHAT IF I ARRIVE AND HAVE A PROBLEM WITH MY CABIN?

We try very hard to make sure that your cabin is in good working order when you arrive. If it is not, please call or text us and we will make every attempt to fix the problem. If your problem will affect the quality of your stay and we cannot fix your problem, we reserve the right to move you to another cabin of equal value with a \$15.00 moving credit to your credit card. We will also try to assist you with your luggage if possible. In no way can we guarantee any type of refund but we'll make every attempt to make things enjoyable for the duration of the stay.

CAMPFIRES

Campfires are only allowed in designated fire pits.

Please note policies may change periodically and may not be reflected on website immediately. Please discuss rental policies when making reservations.