



**Leatherwood Mountains**  
*"Where the Stars are our Street Lights"*

## **A Guide to your upcoming vacation at Leatherwood Mountains Resort**

The following is a helpful guide to your rental agreement and upcoming vacation with Leatherwood Rentals, Inc and Leatherwood Mountains Resort. Some additional tips are also included to make your upcoming stay a pleasant one. Please call our rental offices at 1-800-4NC-MTNS (800-462-6867) if you have any questions, and thank you for choosing Leatherwood Mountains Resort.

### **Completing and returning your rental agreement**

Please print and sign your rental agreement and send it back to us. You can scan to e-mail to [sue@leatherwoodmountains.com](mailto:sue@leatherwoodmountains.com), fax or send your signed rental agreement back to Leatherwood rentals by US Mail. Signed rental agreements must be returned to Leatherwood Rentals within **two weeks** of the date the reservation was made.

### **Payment Schedule**

The Advance Now Due includes the initial deposit of half the rent, the \$50.00 reservation fee with tax, and either the (optional) \$40.00 damage protection plan **or** the refundable \$300.00 security deposit. See the attached information about purchasing this optional CSA Damage Protection Coverage for your stay.

### **Cancellation Policy**

A full refund of advance payment less \$50.00 admin fee will be returned if you notify agent 60 days or more prior to arrival date. If cancellation is made less than 60 days prior to arrival date, no refund will be made of the advance payment of rent unless unit is re-rented. If unit is re-rented for an equal period, a full refund less a \$50.00 admin fee will be returned.

### **Travel Insurance**

We also offer (optional) CSA Travel Insurance to all of our guests at a cost of 6.95% of the total rent. See the attached description of coverage provided to you for additional information about CSA travel insurance.

### **Property Protection Plan**

All online reservations are initially charged the \$40.00 one time fee for the property protection plan. If you **DO NOT** want the property protection plan and would rather be charged a refundable, \$300.00 security deposit, please call our offices as soon as possible and we will make the proper adjustments to your balance. There is no tax on the property protection plan.

### **Balance payment**

Balance payments are due 30 days before arrival date. We do not send a reminder notice, so please mark your calendar accordingly.

### **Pet Friendly Homes**

Many of our rental units are pet friendly and some are even horse friendly. For household pets there is a \$75.00 non-refundable pet fee added to the pet-friendly rental. Note – The pet fee only covers extra wear and tear associated with allowing indoor pets

and does not cover excessive pet hair removal or damages. Pets are expected to be crated when alone and otherwise supervised. Excessive pet hair removal from furniture or damage may result in additional charges separate from the non-refundable pet fee.

### **Horse Friendly Homes**

The pet fee does not apply to horses. Guests that would like to bring horses to a horse friendly home will be asked to pay \$25.00 per horse, per night. Review the web listing carefully and speak with one of our reservationists about trailer size limitations and parking availability at our horse friendly homes.

### **Check-in**

Check-in is at 4:00 PM, the day of arrival. Check-in is located at the Leatherwood Mountains Resort Visitor's Center. In some instances an early check-in is possible. Please call in advance to check availability and to avoid delays. Note: The closest grocery store is a 30 minute drive from Leatherwood. A convenience store is six miles away. Our onsite restaurant has limited hours, so plan your travel day and grocery shopping accordingly. If you are unfamiliar with the area it may be a good idea to plan your arrival within the daylight hours. Several areas in and around Leatherwood provide NO CELL PHONE SERVICE, especially the lower elevations within the resort and along Elk Creek Rd. After hours emergency telephone numbers and a pay phone are available at the Visitor's Center.

### **Late Check-in**

Once the Leatherwood Mountains Resort Visitor's Center office closes for the day, the remaining check-in packets are available, attached to the outside of the Visitor's Center front door and will remain there until the next morning. All the information you will need to access the home will be inside the check-in packet including maps, a gate code, etc.

### **Check-out**

Check-out is at 12:00PM PROMPTLY. All houses must be vacated and keys returned to the Visitor's Center by the 12:00PM on the day of departure unless otherwise, specifically arranged. Guests failing to check out on time without proper authority may be subject to additional charges. Guests checking out early may drop off keys in the drop box located at the Visitor's Center front door.

### **Late Check-out**

According to availability and by arranging in advance, late check out may be available through the management office.

### ***Additional information and Helpful reminders...***

**DO NOT FOLLOW GPS DIRECTIONS** to Leatherwood. Some devices fail to give accurate readings in remote areas. Please cross reference your sources with the directions on our website, and please call if you need additional instructions and we will be glad to help you.

**LIMITED CELL RECEPTION** Cell phone service is spotty at Leatherwood; however several cabins offer wireless internet and some receive better cell coverage than others. Free Wi-Fi is available 24 hours a day on the porches of the Visitor's Center and the Hendrix Cabin.

**Lady Bugs** It seems these days that Ladybugs are as much a part of the Blue Ridge Mountains as the beautiful colors in the fall. Please know our housekeeping staff works

hard to keep the lady bugs and other unwanted guests at bay. The Asian Ladybugs are harmless and only appear briefly, at different times throughout the year.

### **Max Occupancy**

Please choose a property large enough to accommodate your entire party. The maximum occupancy must be followed at all times. This includes children and guests. Guests found in violation of this policy may be asked to vacate the premises immediately without refund.

### **What to Bring**

Your unit should have all the utensils and equipment needed to prepare your favorite meal. However, if a specific item is needed you may want to bring it just in case the rental unit does not have the particular item. You can call our offices for advance information about specific units. All units have standard coffee makers; you will need to bring filters and coffee. Each home is outfitted with an initial, complementary amount of paper towels and toilet paper, usually sufficient for a weekend stay. Guests who may require more, or are enjoying an extended stay should bring an additional supply. Bed linens are provided. While each occupant is provided one set of bath linens including a wash cloth, hand towel and bath towel, you will need to bring extra towels for the pool or hot tub. Each unit is equipped with a washer and dryer for guest use. Leatherwood Rentals does not provide extra towels. Leatherwood Rentals does not supply personal soaps such as body bars or shampoo.

### **What is Provided**

All units have laundry detergent, hand soap, dish detergent, dish soap, trash bags provided. A limited supply of paper products is also provided. Most units have propane gas grills and propane is provided. Please use responsibly as we would like to continue to provide propane to our guests as a courtesy as long as reasonable usage is maintained. Homes with wood burning fireplaces are stocked with a complementary supply of firewood. Again, responsible, reasonable use is expected. Firewood and propane supplies are monitored and excessive use may result in additional charges. Air conditioning, TV's, DVD players, game tables, indoor/outdoor hot tubs, internet access (where available) land line telephones and other equipment may be furnished as a courtesy but are not guaranteed to be functioning throughout the duration of your stay. Refunds will not be given due to the breakdown of these items. Every effort will be made to ensure that these items work properly prior to your visit and are fixed promptly in the event of a malfunction during your stay.

**Guest Services** –Leatherwood Mountains Resort offers 24 hour a day guest service in the event of a maintenance emergency and also as a convenience to our guests. Feel free to contact us at any of the phone numbers provided anytime during your stay if issues arise. We have staff available to troubleshoot most any issue, including issues with in home services such as satellite television, plumbing, electrical or AC related issues and wireless internet service. We will exhaust every option to resolve any issues that may arise as quickly as possible. Most calls are returned immediately either in person or over the phone in less than an hour. Maintenance calls should be answered within 2 hours.

### **Additional in Home Services**

At Leatherwood Mountains Resort we have the capability to help our guests go the extra mile to make their stay a memorable one. Whether you're preparing for a special

anniversary getaway, surprise party or just want to make someone's Leatherwood vacation extra special, we can help. We offer custom extras such as gift baskets or flower delivery prior to arrival as well as professional in home spa packages and chef services. Call our offices to talk with one of our reservationists about adding some personal touches to customize your stay.