



Please review our Rental Agreement below before completing your reservation. A signable version will be emailed to you after your booking is completed. If you have any questions about these terms and conditions, please call the reservationist at (706) 878-3535.

TERMS AND CONDITIONS

This agreement constitutes a contract between the Guest(s) and Cabin Rentals of Helen (CROH), as the manager for the property owner. Guest(s) hereby understands and agrees that this rental agreement is non-negotiable. Terms and conditions may change without prior notice.

RESERVATION REQUIREMENTS FOR GUEST RENTAL AGREEMENT

All digital pages of the Guest Rental Agreement and Credit Card Authorization Form must be completed and submitted online within (72) hours of confirmation email to complete your reservation. You may electronically fill out, sign, and submit documents from any device. If you are having trouble filling out your rental agreement using your mobile phone and do not have access to a PC/Laptop, please call our office and a Reservation Specialist will be happy to assist you.

CANCELLATION POLICY

All cancellation requests must be submitted in writing (email or certified mail). A cancellation is not considered confirmed until it has been reviewed and approved by a Reservation Specialist at Cabin Rentals of Helen. Please allow 10–14 business days for any eligible refund or credit to be processed after approval.

TERMS OF CANCELLATIONS

Cancellation policies may vary depending on where you booked.

Direct Bookings with Cabin Rentals of Helen

- Cancel 15+ days before check-in → You'll receive a credit (no refunds) to use toward a future stay at the same property, valid for 12 months.
- Cancel within 14 days of check-in → All payments are forfeited. No credits or refunds will be given.

Airbnb, Vrbo, or Other 3rd Party Platforms

- If you book through a third party, their cancellation rules apply. Cabin Rentals of Helen cannot override those policies. We recommend purchasing travel insurance to protect your trip in case of unexpected events like illness or emergencies.

RESERVATION CHANGES

Guests may request a cabin change up to 30 days before check-in, or reschedule dates up to 15 days before check-in, subject to availability and approval by Cabin Rentals of Helen. All changes will be charged at the current published rates, minimum night requirements, and cleaning fees for the new cabin or revised dates. No rescheduling is permitted within 15 days of arrival. All changes are at the sole discretion of Cabin Rentals of Helen Management.

INCLEMENT WEATHER

Mountain weather in North Georgia can be unpredictable, and road conditions may change quickly. Guests are responsible for monitoring weather and traveling at their own risk. CROH is not liable for weather impacts, road conditions, or related delays. Travel insurance is strongly recommended. In rare cases of impassable roads, CROH may attempt (but cannot guarantee) to relocate guests based on availability. If weather delays departure, any extension must be approved and will incur additional nightly rates and fees. Please come prepared with supplies for possible storm impacts.

TRAVEL INSURANCE

Upon Guest(s) request/while booking a reservation, a TRAVEL INSURANCE policy may be purchased from CROH. This policy may cover any monies lost based on coverage provided. The option to purchase this travel insurance policy must be exercised no later than when the final balance due date for the reservation or fifteen (30) days prior to arrival date.

DAMAGE PROTECTION PLAN

Damage Protection Plan (inclusive offering)

Cabin Rentals of Helen charges a Property Protection fee based on the size of the home reserved. These fees are nonrefundable and are added to every reservation. They provide accidental damage coverage up to the stated limit and apply only when the guest reports the damage immediately—by emailing info@renthelen.com with a supporting photo—at the time of the incident.

Smaller homes: The Property Protection fee is \$25.00 and covers accidental damages up to \$250.00.

Medium-sized homes: The fee is \$45.00 and covers accidental damages up to \$450.00.

Larger homes: The fee is \$85.00 and covers accidental damages up to \$850.00.

Any damage beyond the applicable coverage limit, or damages not reported before checkout, are the guest's responsibility. This fee does not cover damage to linens; any damaged linens will be charged to the guest's card. You also agree that Cabin Rentals of Helen may charge the credit card used for booking for any additional cleaning fees, fines, or other costs resulting from violations of laws or rental policies.

RESERVATION REQUIREMENTS

To reserve a property, you must pay half of the reservation total as a down payment at the time of reservation. This money is a payment toward the entire rental amount. This is a down payment and is not related in any way to a security deposit. The remaining balance of the rental shall be paid no later than (15) days prior to the first day of check-in. The balance due will be automatically charged and processed on the credit card on file, unless prior arrangements have been documented on your reservation. It is the guest(s) responsibility to inform Cabin Rentals of Helen, if alternate credit cards are to be used for the final payment. Once the final balance has been charged to a credit card, no refunds or rate reductions can be applied. Cabin Rentals of Helen accepts Visa, MasterCard, Discover Card, and AMEX. For SECURITY reasons, a valid credit card will be required to check in to any property managed by Cabin Rentals of Helen. Regardless of how the potential guest(s) makes their reservation (Airbnb, VRBO or Travel Agent), Cabin Rentals of Helen reserves the right to allow guest(s) access to the reserved cabin. If the proper credit card authorization form has not been completed, access to the reserved cabin will not be approved.

EXTENSION OF RESERVATION

Guest(s) must contact the office of Cabin Rentals of Helen as soon as possible to extend the Guest(s) stay. Approving the extension is based upon availability and the current published rate will apply to any added nights requested. Extended nightly rates may be higher than the original stay/reservation. No promotional codes or discounts can be applied to extended nights.

RATES

Nightly rates and minimum night stays are shown on each individual property listing. These rates do not include any taxes, cleaning or other fees. Nightly Rates are subject to change without notice. The rate will be locked in once the Guest(s) receives an email confirming their reservation, submits the signed rental agreement and credit card authorization form to Cabin Rentals of Helen. Any alterations to the original reservation made by the guest(s) may affect the original rate.

PROMOTIONS AND DISCOUNTS

Cabin Rentals of Helen may offer various promotions throughout the year. These specials are offered at the discretion of Cabin Rentals of Helen and may be adjusted by CROH at any time. Once the guest has completed a booking using the available promotion code, the reservation may not be changed. Any available promotional rate must be applied BEFORE the credit card is charged. Please remember, no rate adjustments or refunds will be adjusted after the credit card has been processed.

CHECK-IN & CHECK-OUT POLICY

Check-Out: 11:00 AM (strict). Cleaning and maintenance crews must prepare for the next guests. Keys must be returned to the lockbox—missing keys will incur a penalty. Late check-outs require prior written approval from Cabin Rentals of Helen, Mon–Fri, 9 AM–5 PM. Fees may apply, and approval is based on availability. Unauthorized late departures will be charged \$50 per half hour past 11:00 AM. No refunds or credits for denied requests.

Check-In: 4:00 PM. We will do our best to have cabins ready by this time, but delays may occur. Early check-in requires written approval, Mon–Fri, 9 AM–5 PM, and fees may apply. Unauthorized entry before 4:00 PM will result in a penalty equal to half of the first night's rent. No refunds or credits for denied requests or delayed access due to circumstances beyond our control.

Guest Acknowledgment: Please initial that you understand and agree to these policies.

OCCUPANCY

Occupancy and Guest Registration Policy

All properties managed by Cabin Rentals of Helen are advertised with a maximum occupancy limit, which includes both adults and children. Linens, toiletries, and other amenities are provided based on the maximum occupancy listed in the property details. These occupancy limits are strictly enforced to ensure guest safety, comply with local regulations, and protect the property from potential damage.

For this reason, we require the full name and age of every guest staying overnight. This information helps us:

Ensure that occupancy does not exceed legal and safety limits.

Provide the correct number of linens, towels, and supplies.

Confirm that the responsible booking guest meets the age requirement.

Assist in the event of an emergency or for insurance purposes

Please initial that you understand the Occupancy policy

PETS

Some of our properties are designated Pet Friendly. This will be clearly noted on the cabin profile. A non-refundable \$150 fee covers up to two dogs (max 50 lbs. each). Larger dogs must be pre-approved by management.

Unregistered pets: \$250 fine per pet and **immediate** removal from the property. Non-Pet Friendly properties': Absolutely no pets allowed. Bringing pets into these cabins will result in a \$250 fine per pet.

Crating: Pets may not be left alone in the cabin unless crated. Guests must provide their own crate.

House rules: Pets must be house-trained, pest-free, and kept off furniture and beds. Towels and linens

PROPERTY LISTING & AMENITY INFORMATION

All properties are privately owned, furnished, and equipped by the owner. TV services vary by property—some offer streaming only, others satellite or Netflix. Cabin Rentals of Helen does not guarantee specific channels, events, or services, and no refunds/credits are given for TV dissatisfaction. Guests are responsible for any Pay-Per-View or On-Demand charges.

Guests should bring personal items such as hair dryers or special appliances. Requests for additional equipment must be made 14 days prior to arrival and may be charged. Some areas may be locked for owner use; tampering will result in a \$500 minimum fine plus replacement costs. While we strive for accurate listings and working amenities, errors or malfunctions may occur. Please report issues immediately so we can address them promptly.

GAMES IN/ON PROPERTY

Some properties include games, gaming tables, or electronic devices. Guests are responsible for leaving all items in working order and returning them to their proper place.

Pool sticks: \$25 replacement fee if damaged.

Pool table felt: \$400 penalty if damaged.

Please play responsibly so future guests can enjoy them too.

SURVEILLANCE EQUIPMENT

For safety and property protection, some cabins may have surveillance cameras in limited exterior areas only. Locations will be disclosed to protect guest privacy. Cabin Rentals of Helen does not monitor or manage these devices.

AFTER HOURS & HELP LINE

Guest Support & Emergencies

Guests will be provided a phone number for property issues during their stay. This line is for after-hours emergencies, questions, or concerns. For health or safety emergencies, always call 911. CROH will determine what qualifies as a property emergency; non-emergencies will be handled the next business day. If your call isn't answered, please leave a message—cell service can be inconsistent in the North

Georgia Mountains. On-call staff will return calls as soon as service allows. Report broken or inoperative items to CROH during business hours (Mon–Fri, 9 AM–5 PM). We will attempt same-day repairs, but after-hours issues may take longer. If a repair cannot be completed, CROH may move you to another property. Guests must allow staff or contractors reasonable entry for repairs. Mechanical failures (HVAC, hot tubs, TVs, appliances, etc.) may occur. If a technician finds equipment working and the issue was due to guest oversight, a service fee will be charged (\$25 during business hours, \$50 after hours).

KEYLESS ENTRY & GUEST LOCK OUTS

Keyless Entry & Lockouts:

All Cabin Rentals of Helen properties use keyless entry—no physical keys are provided. Guests will receive a unique door code prior to arrival. If you are locked out or forget your code, contact CROH. During business hours, assistance is provided at no cost. After hours, a \$75 service fee will apply for staff to provide access.

Telephones/Internet

Cabin Rentals of Helen properties do not provide landline telephones. Guests should be aware that cell service in the North Georgia Mountains is often unreliable and should plan accordingly.

Internet Access

All Cabin Rentals of Helen properties include complimentary Wi-Fi. Service may occasionally be interrupted due to the mountain location, and no refunds, credits, or rate reductions will be given for connectivity issues. Internet use for illegal activity is strictly prohibited and may be reported to authorities.

ELECTRONICS & HOUSEHOLD OPERATIONS

Guests may not disconnect, rewire, or tamper with electronics or systems in the property. Any unauthorized changes that require a technician will result in service fees charged to the guest.

Hot Tubs

Hot tubs are for relaxation only, not swimming. Limit use to 15 minutes at a time, and never over 104°F. Children under 12, pregnant women, or guests with health conditions should avoid hot tubs. Use at your own risk—CROH is not liable for injuries. Pets, oils, or bubbles are strictly prohibited; violations may result in a \$100 fee. Covers must remain on when not in use. Hot tubs are cleaned before each stay, but water

temperature at arrival cannot be guaranteed. No refunds for service delays if repaired same day. Linens

FIREPLACE & FIRE PIT USAGE

Gas Fireplaces: For seasonal use (Oct 15–Mar 31). Do not move logs, burn materials, or turn off pilot lights. Misuse incurs \$250 fee.

Wood Fireplaces: Guest responsibility. Use only wood; ensure flue is open. No other materials permitted.

Fire Pits: Only designated pits may be used. Guests must provide wood and fully extinguish fires. No use during burn bans. CROH is not liable for injuries.

LINEN SERVICE

Linens are provided and must remain on property. Replacement costs apply for missing/damaged items (e.g., bath towel \$17, sheet sets \$35–\$60). Black cloths/wipes are provided for makeup; misuse of white linens will result in charges.

*****MAKEUP AND COSMETICS*****

CROH supplies every bathroom with black makeup cloth and 2 makeup wipes. If white washcloths are used to remove any cosmetics, guests will be responsible for the cost of replacing the damaged items. Upon your departure, housekeeping will count all of the linens and place them in a linen bag. Linens include flat/fitted sheets and pillowcases and towels/washcloths per bed size. With a twin bed, 1 towel and washcloths are provided; with king, queen, and full-size beds, 4 towels and 4 washcloths are provided in the master bedroom, and 2 towels/ 2 washcloths are provided on every other bed. All full baths are supplied with 2 hand towels and 1 Bathmat. NO linen is allowed to be removed from property for any reason, used for cleaning purposes or outdoor use.

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COURTESY CABIN SUPPLIES

Cabin Rentals of Helen provides a courtesy “Start Up Kit” for the convenience of each guest(s) arrival. It is the guest(s) responsibility to make arrangements and purchase their own toiletries and supplies needed for the duration of their stay.

This “Start Up Kit” includes:

Two (2) rolls of toilet paper per bathroom
One (1) jumbo roll of paper towels in kitchen
Five (5) kitchen trash bags
Five (5) bathroom trash bags
Five (5) dishwasher detergent pods
One (1) small bottle of dish soap
Two (2) body bars of soap per full bath
One (1) bar of bath soap per half bath
Shampoo and Conditioner

FIREWORKS FIREARMS & ATVS

These items are strictly prohibited for recreation purposes on the rental property. If any evidence is discovered that guest(s) have used fireworks, firearms or ATVs on the property, a penalty of \$500.00 will be charged to the guest(s) card on file. In addition, the guest(s) will also be liable for any damage, injuries and medical expenses related to using fireworks, firearms or an ATV. ATVs should not be stored on the rental property or used on property at any time.

Liability & Indemnification

Guests use all property features (hot tubs, bunk beds, fireplaces, etc.) at their own risk. CROH and owners are not liable for injuries or damages

SMOKING

Strictly prohibited. Violations = \$500 fine + liability for damages/injuries. ATVs may not be stored or used on property

DISPUTES AND JURISDICTION

This agreement shall be governed by and interpreted in accordance with the laws of the State of Georgia and shall be treated if this agreement was executed in the State of Georgia, and in White County. Any Claims or suits that may arise for guest(s) experience with Cabin Rentals of Helen, shall be controlled in the State of Georgia, and in White County, in the White County Superior Court. This is to be the case regardless of the guest(s) county and state of residence. Guest(s) specifically consents to jurisdiction. AGENCY DISCLOSURE Cabin Rentals of Helen serves as the agent and representative of all property Owner(s) in its rental program. CROH is always acting in and for the best interests of the property Owner(s).

RIGHT OF ENTRY & INTERFERENCE

Guest(s) hereby acknowledge the right of Cabin Rentals of Helen or any representative of CROH, has the right to enter the property at any time for inspection of property for any reason. Guest(s) will not be offered a credit, refund or rate reduction on any complaint if guest(s) refuses CROH Maintenance Staff entry. Neither Owner, CROH or Manager shall be liable for events beyond their control. No refunds, rate reductions or credits will be offered if any event arises that interferes with guest(s) stay, including but not limited to; acts of nature, road conditions, governmental agencies, fire, labor strikes, war, inclement weather, acts of God, nuisance noise from road or noise from surrounding properties.

ILLEGAL DRUGS & ACTIVITIES, EXCESSIVE NOISE & PROPERTY CARE

Any Illegal drugs and/or underage drinking is absolutely prohibited and will result in eviction and reported to the proper authorities. Kegs are not allowed on property. The local police/proper authorities will be contacted should Cabin Rentals of Helen Management have to enforce any of above-mentioned activities. House parties are strictly prohibited. Cabin Rentals of Helen property's Quiet hours begin at 10:00 pm-9:00 am. If there are noise complaints from neighboring properties, guests will be notified and be required to immediately quiet down their noise. If there is a second noise complaint the local authorities will be called and the entire guest(s) in property may be evicted immediately. No refunds, credits or rate reductions will be offered due to evictions or guests asked to lower noise levels. Guest(s) shall make every attempt to maintain the property while guest(s) is in occupancy of property. If there is found to have been damage(s) caused by malice, misuse or neglect, the guest(s) shall be completely responsible for any cost associated with replacement/repair of damaged property. Moving furnishings is prohibited. Any evidence of such will result in a \$125.00 penalty fee. Loss of these items, as well as damage to the property or furnishings, in

excess of normal wear and tear, will be charged to the guest(s) account.

PARKING AREAS

It is the guest(s) responsibility to know how many vehicles their party will bring to reserve property and know how many parking spaces the property reserved offers. Guest(s) and visitors shall only park in designated areas for each property, Guest(s) shall not park any vehicle, trailer or any other personal property in any adjoining property that is not owned by the same Owner of property that guest(s) is occupying. If there is not enough parking space for guest(s) at the property, guest(s) are encouraged to find another location to park, and it is the guest(s) responsibility in resolving this issue. Guest(s) is prohibited to park in any portion of the yards at any property. This is due to septic tanks and underground water lines that may not be seen. Once again, it is the guest(s) responsibility to know what type of parking area is offered at the property reserved. If a guest(s) or visitor becomes stuck in a driveway, it is the guest(s) responsibility to contact a towing service. Due to the insurance coverages, CROH Management or representatives are not allowed to hook to, help push or drive a guest(s) vehicle.

QUIET HOURS

It is the sole responsibility of the guest(s) to adhere to Cabin Rentals of Helen's Quiet Hours. Quiet hours begin at 10:00pm and end at 9:00am. Cabin Rentals of Helen will offer one opportunity for guest(s) to reduce noise if any complaints are made. If a second complaint is made, the local authorities will be called, and this may justify guest(s) and visitor eviction. All monies paid will be surrendered. No credits, refunds or rate reductions will be offered if asked to reduce noise or for any early departures due to eviction.

VIOLATION OF AGREEMENT & EXPEDITED EVICTION

Cabin Rentals of Helen Management or CROH Representative may terminate this Agreement at any time, IF guest(s) violates any of the conditions set forth herein. Upon notice of termination of the Agreement, guest(s) shall vacate the Premises immediately and forfeit all rents paid. A material breach of the Agreement, guest(s), which is in sole determinations of the Property Management, results in damage to the Premises, personal injury to guest(s) or others, a breach of the peace, a nuisance to and/or a violation of criminal law or local code, shall be ground for termination of guest(s) tenancy. Violation of any of the rules contained herein will result in IMMEDIATE EVICTION AND FORFEITURE OF RENT PAID. NO REFUNDS, RATE REDUCTIONS OR CREDITS WILL BE GIVEN DUE TO SHORTENED STAY. DENYING PAYMENTS, ADDITIONAL FEES & FINES. If Cabin Rentals of Helen Management must obtain legal advice or counsel for matters arising from payment discrepancy involving a guest(s) or vendor payment(s) such as a credit card company, Management will seek rightful

payment and/or collection. If disputes are transferred from Manager's office to a collection team and/or attorney, the guest(s) of record will become responsible for all charges that have proved to be their responsibility including cost of collection and/or legal services.

VIOLATION OF AGREEMENT & EXPEDITED EVICTION-LAKE BURTON PROPERTIES LOCATED IN RABUN COUNTY, GEORGIA

Occupant is obligated to abide by all of the requirements of the Rabun County ordinances, state and federal law, and such a violation of any of these rules may result in the immediate termination of the agreement and eviction from the premises, as well as potential liability for payment of fines levied.

PROPERTIES LISTED FOR SALE

Some properties in CROH's rental program may become for sale. The Real Estate Broker has been instructed by the office of CROH that they are not to show these properties while occupied by guest(s) without the consent from guest(s). The office of CROH may contact guest(s) to authorize a viewing, guest(s) do not have to allow prospective buyers into the property. If for any reason a Licensed Real Estate Broker or Salesperson, shows up at property unannounced, guest(s) do not have to allow them entry, and guest(s) shall tell the unannounced party to contact the office of Cabin Rentals of Helen immediately. If property sells prior to a guest(s) arrival and is no longer in the rental program, please refer to the previous "AVAILABILITY" policy.

TRASH

All trash should be bagged and placed in provided containers at each property. Please do not throw unbagged garbage into containers. If a "bear proof" garbage container is on property, please make sure garbage is secured by using the container correctly and locking it. Misuse may lead bears to scatter trash. A fee will be applied if trash exceeds the property's garbage capacity or is left scattered on the grounds.

CARE OF CHILDREN AT PROPERTY

The cabins are not child proof. Extreme caution must be used when children are occupying the premises and especially playing outside. An adult must always supervise children playing outside near wooded areas, roads, elevated decks, around hot tubs, waterways, fire pits/fireplaces and any other unstable unfamiliar area. It is the sole responsibility of the guest(s) to watch after a child that is on the property, and all children must be on the Registered Guest List, regardless of age.

WILDLIFE & PESTS

Mountain cabins may have insects or wildlife. No refunds for encounters. Do not leave

food outside or feed animals. Report issues to CROH, but some factors are beyond control.

CLEANING FEE

Mandatory cleaning fee applies. Guests must follow checkout list. Unsanitary conditions or extra mess (e.g., vomit, bodily fluids) will result in additional fees.

ELECTRIC VEHICLE CHARGING

EV charging is not allowed at any property not listed as a home with an EV Charging station. Violations = \$500 fee + immediate eviction.

ABANDONED PROPERTY/ LOST & FOUND

CROH not responsible for lost/stolen items. Items left behind may be shipped at guest expense (within 30 days). Illegal drugs will be reported; prescription drugs disposed of immediately. Firearms left will be turned over to an FFL dealer or police.

CREDIT CARD GUARANTEE, ACCEPTANCE & AUTHORIZATION

Upon submission, guest(s) are authorizing Cabin Rentals of Helen to bill charges relating to the rental and use of property. Guest(s) accepts the responsibility and understands all liability and costs associated with damage due to guest(s) and their visitor's negligence, misuse of property and/or missing items. Additional charges will be billed to the guest(s) credit card on file. All credit card sales are final. Guest(s) understands and agrees to the Cancellation Policy and Refund Policy outlined herein. Any Further notices or additional information will be provided upon arrival. The completion of the Rental Agreement and the Credit Card Authorization Form will be required before guest check in or allowed on property. To confirm a reservation, initial and sign the Digital Rental Agreement where prompted. Once guest(s) accept all terms by initial and signature, continue to click the submit icon. The Rental Agreement will be received by the Cabin Rentals of Helen office before Guest(s) are allowed access to property.