

## LAKE OCOEE INN & MARINA, INC.

2496 Highway 64

Benton, TN 37307

[www.ocoeeinn.com](http://www.ocoeeinn.com)

800-272-7238 423-338-2064

### GUEST POLICIES FOR: **MOTEL-DOG FRIENDLY ROOM**

We love dogs, have a few of our own and realize that many travelers need accommodations for their friendly companions. We have designated Falling Water Cabin, Motel Room 12 and Motel Room 14 as dog friendly for all well-behaved potty-trained dogs to accompany their owners on vacation. Owners need to register their dog(s) upon arrival & check-in. Limit is two dogs per motel room or cabin. Our pet accommodations are for dogs only and all guests with dogs must agree and sign our Dog Policies Agreement upon check-in.

Our quaint, rustic Motel is nestled lakeside in the midst of the Cherokee National Forest. Enjoy views of beautiful Lake Ocoee and the surrounding Chilhowee, Big Frog, and Sugarloaf Mountains. At night the Marina lights provide their own magical charm augmented by the seasonal serenade of the Katydid and Jarflys and the relaxing Firefly display. While the Motel structure dates back to the 1950's the rooms have been updated with new decor offering our guests a unique blend of the old and the new. Lodging guests may fish and picnic on a deck over the water equipped with a picnic table and gas grill.

Please note that Motel units are on a smaller scale and were constructed in the 50's. Each room is laid out differently.

**MOTEL RESERVATIONS** require payment in full upon booking. In addition, a damage deposit of **\$150.00** is due upon arrival via credit card in the reservation holder's name. Guests must be at least 25 years of age to reserve and upon check-in must present a Valid Driver's License that matches the reservation holder's name.

**DAMAGE DEPOSIT:** The damage deposit is an Authorization Hold for the full \$150.00. This means this amount will be unavailable to you for any use during the Authorization Hold period. Upon check-out if no damage has occurred to the room and there are no missing items, the Authorization Hold (for the full amount) is usually released by your bank within 10 to 15 business days. However, any damage or missing items will be charged against your Damage Deposit prior to the Authorization Hold release. We recommend the use of a credit card instead of a debit card.

**Please Note:** Guests will be granted access to their accommodation(s) only after the Damage Deposit is provided.

**CANCELLATIONS:** In order to receive a full refund, a cancellation notice must be received at least 14 days prior to the first night's reservation date. Cancellations made with less than 14 days notice will receive a refund only if we are able to rent the room(s).

**Please Note:** Cancellation notice must be submitted to [ryan@ocoeeinnrafting.com](mailto:ryan@ocoeeinnrafting.com). Cancellation notices made by phone or sent to alternate email accounts will not be accepted.

**CHECK IN:** 2:00PM-Cabin Check In is 4:00PM

**CHECK OUT:** 11:00AM

**NOTE:** Please familiarize yourself and all members of your party with the Guest Policies and Cautions-Restrictions included with this Reservation Confirmation document prior to arrival.

**NOTE:** 2 Dogs per Room.

**NOTE:** Quiet hours of 10:00PM to 8:00AM are strictly enforced.

**NOTE:** Daily linen service is not offered for Lake Ocoee Inn lodging. Towel changes will be made for those staying 3+ nights.

**NOTE:** This Lodging Facility is in the Cherokee National Forest which is inhabited by many forms of wildlife, including poisonous snakes (copperheads & rattlesnakes), scorpions, spiders, fire ants, chiggers, deer, wild hogs and black bears. Poison ivy and poison oak are also common. This notice is not intended to alarm you but to remind you of your surroundings. CHILDREN should be closely supervised AT ALL TIMES.

**NOTE:** Hunting inside the Cherokee National Forest is restricted to specific times of year & seasons. Visit the Tennessee Wildlife Resource Agency website for more information on hunting seasons and quotas. Hunting outside of designated seasons may result in a fine from TWRA.

**NOTE:** Wi-Fi service is available but not guaranteed. Cell Phone service is unreliable at Lake Ocoee Inn, but is available about a mile west of the business premises. To avoid confusion for travelers who lack cell service and may be arriving separately and/or after the initial check-in please reference the included sitemap prior to arrival and share with all members of your party. The sitemap lists all cabins and locations. Guests may also obtain directions from the check-in office during business hours.

**YOU MAY WANT TO BRING:**

- A radio, games, books, flashlights, beach towels for Parksville Beach or Mac Point Beach Area.
- Fishing Pole (There is a designated Fishing Pier for Motel Guests on Property. Live Bait & Fishing Tackle are available in the marina store)
- Cooler (A gas grill & picnic table are available for Motel Guest Use located on our Fishing Pier)



## MEMO to FAMILY and YOUTH GROUP LEADERS

Congratulations! You've chosen one of the most beautiful sites in East Tennessee for your Family/Group Trip. Located on the shore of probably THE most beautiful TVA lake, bounded by Chilhowee and Big Frog Mountains, and surrounded by the wooded serenity of the Cherokee National Forest, Lake Ocoee Inn is a great setting for fun and recreation! We welcome you and your Family/Group and will do all we can to ensure that your stay is such an overwhelming success that you will want to return again and again!

While the majority of Groups who visit us have a super time, occasionally problems arise in the nature of inappropriate behavior by some Group members, resulting in someone leaving disappointed. After several years of watching Groups come and go, it has become clear to us that the success or failure of the Group experience depends on how well the Adult Leader prepares for and supervises the trip! Problems that arise are almost always a result of inadequate planning and/or follow through on the part of the Adult Leadership.

Therefore, in hope of maximizing a positive experience for your Group, we share the following Observations and Cautions. **As the person having made the reservation, it is assumed that you are the Family Leader or Group Leader. As such you are responsible for reading this memo and all attached information and familiarizing all Family/Group members with the policies and restrictions which apply to them BEFORE their arrival on site.** If you are unable to do this, you must appoint another Adult who is and give the information to him/her.

### CAUTIONS-RESTRICTIONS

Lake Ocoee Inn is a multi-use facility that includes Lodging, Whitewater Rafting, and Marina. Access to the Marina docks is restricted to boat owners. Do not allow your group to swim in the area of the Marina docks or climb onto them. Swimming around the Marina docks is dangerous both due to the chance of being run over by a boat and also because of the possibility of electrocution due to stray electric currents in the water.

Please see that the children and teens in your Group are not turned loose to roam the premises or 'run wild!' This ALWAYS results in problems, such as: trespassing; damage to or destruction of property; disturbing other guests/residents; personal injury. Adults must be physically present with and supervising children and teens at all times.

Guests should stay on obvious walkways when moving between lodging units, and to and from public areas; you are in the real out-of-doors here with an abundance of wildlife including poison ivy, fire ants, and an occasional snake.

If a facility or area is not obviously part of your rental unit, please ask before using or accessing it. Please respect the privacy and property of residents on the premises. Do not allow Group members to damage plants and trees, or to throw rocks into the lake. Riprap rock has been placed on banks at considerable expense to control erosion.

Because sounds carry and are magnified around water, guests are asked not to play loud music at any time.

**Please remember: QUIET TIME begins at 10:00PM sharp EST and is strictly enforced!! At this time everyone must be inside and there must be NO noise generated that might disturb other guests and on-site residents. This includes the coming and going of cars and slamming car doors. If your Group arrives after 10:00PM, they must unload and move into their lodging facility quietly and remain there until morning. This allows all guests and residents the opportunity for a relaxing evening and a peaceful night's sleep.**

The use of fireworks is prohibited in the Cherokee National Forest.

## **GUEST POLICIES**

**CHECK OUT:** 11:00 a.m. Failure to vacate the Guest Room on time will result in an additional day's charge. Upon check-out please leave key in box by Night Office door. Please use trash cans near parking area for bulk trash disposal.

**TRAILER PARKING:** Boat trailers may be parked in the gravel lot across the highway from the Motel. Lock the trailer. Do not park trailers in any other location.

**BOATING:** Access to the Marina Docks is restricted to BOAT OWNERS and their guests. Lodging guests are not permitted on the Marina Docks. If you need docking facilities inquire at the Marina Store. Proof of Boat Insurance is required.

Pontoon boats, fishing boats, canoe, kayak and SUP board rentals are available at the Marina Store

**SWIMMING:** Swimming is not permitted from Lake Ocoee Inn premises. (Exception: Guests at Cabins with Docks.) No one is permitted to swim in the Marina area or near the Marina Docks due to the danger of electrocution from stray electrical current there.

There are two public swimming areas located east of Lake Ocoee Inn on Hwy. 64, and a third atop Chilhowee Mountain at the campground. Each is maintained by the U.S. Forest Service and has a sandy beach, restrooms/changing rooms and picnic tables. A user fee is charged.

**FISHING:** Motel guests and those at Falling Water Cabin may enjoy the designated Fishing Pier, which is also equipped for cook-outs and picnics. Everyone 13 years of age and older must have a fishing license. These may be purchased at <https://www.tn.gov/twra/fishing.html>. For other area fishing spots, fishing supplies, or to rent a fishing boat, check at the Marina Store.

**PETS:** See the Dog Policy attached herein.

**SMOKING:** Smoking including e-cigarettes is permitted only outside. Please use an ashtray and do not litter the premises with your cigarette butts. When smoking, close the door so smoke doesn't carry into the Room. Upon checkout, if the Room smells of smoke a cleanup fee of \$250.00 will be assessed.

**FIREWORKS:** Fireworks are illegal inside the Cherokee National Forest and therefore may not be used on the Lake Ocoee Inn premises. The penalty is a FEDERAL FINE.

**CUTTING WOOD:** It is a Federal Offense to cut or damage any tree inside the Cherokee National Forest. If you need firewood check with the Marina Store for locations that sell it.

**GENERAL BEHAVIOR:** Lake Ocoee Inn promotes a family atmosphere and requests that all guests moderate their behavior and language accordingly. Drunkenness, cursing, lewdness, loud music and other noise, and disturbances are not tolerated.

**QUIET HOURS:** are in effect from 10:00 p.m. to 8:00 a.m. and are strictly enforced so that all guests may enjoy a good night's sleep.

Guests who fail to comply with these policies will be asked to leave and no refund will be given. Thank you for your cooperation!



## Dog Policies & Agreement

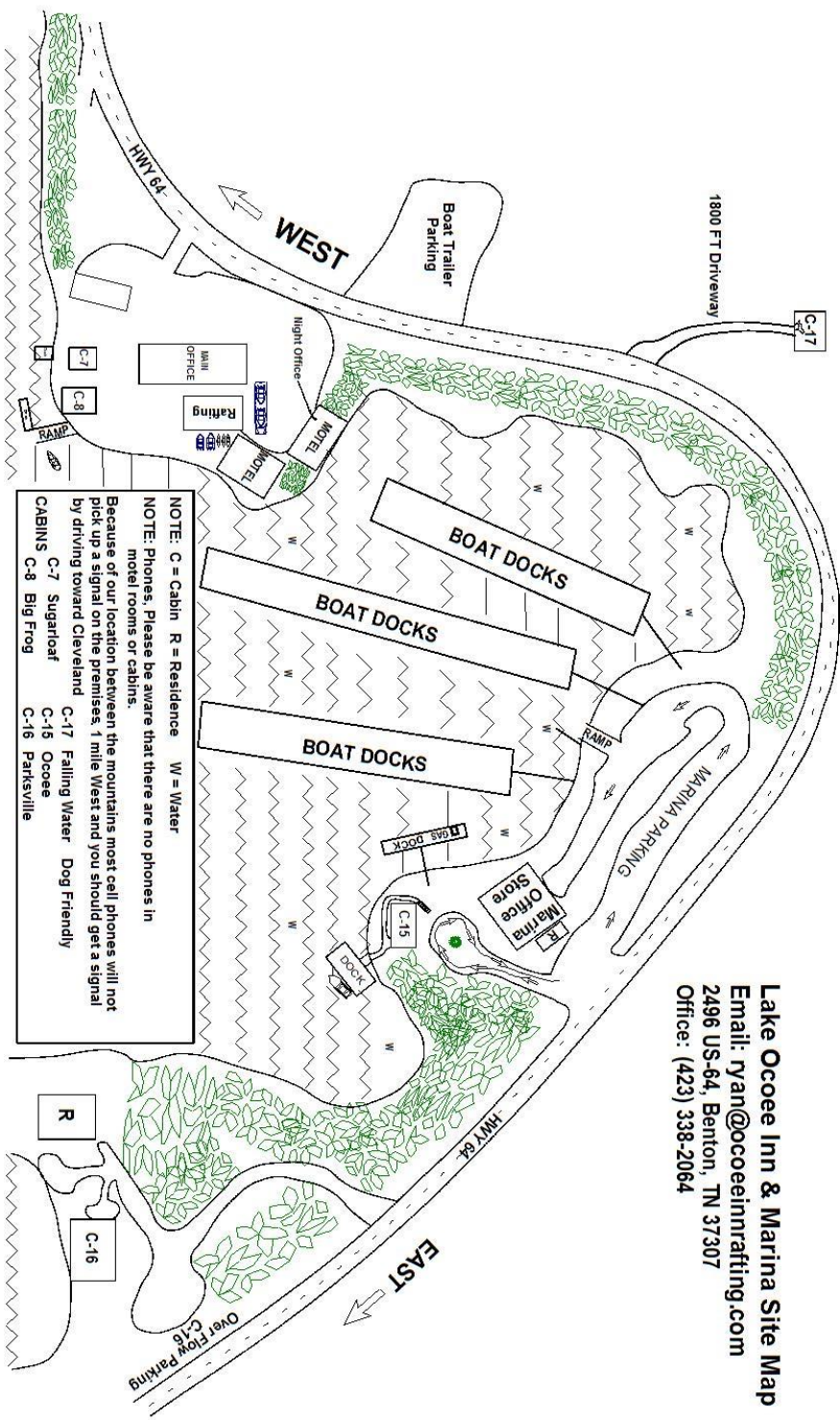


Well behaved, clean dogs and their owners are welcome at Lake Ocoee Inn in the designated Dog Friendly units.

To assure the comfort and safety of our dog guests and owners, our staff, and other guests the following policies are in effect. Your full cooperation is essential to the success and continuation of our “Dog Friendly” policy. We wish both you and your dog an enjoyable stay!

I agree to the terms of the Lake Ocoee Inn Dog Policy as follows:

- All dogs must be registered at the Front Desk or Night Office upon arrival. A \$250 cleaning fee will be charged for dogs taken into Guest Rooms or Cabins not designated as dog friendly. If you’re not sure, better ask.
- **If you are part of a group staying on property and your group has rented a cabin other than Falling Water cabin, do not take your dog(s) to that cabin location even if your intention is to keep the dog outside or on the dock. Our other cabins are simply Pet Free inside and out.**
- Guest warrants that vaccinations are up-to-date and current.
- Dogs must be kept on a leash at all times when outside the Guest Room or Cabin.
- **Dogs may not be left unattended in the Guest Room or Cabin unless they are crated. (While a dog may be comfortable and calm alone at home, it may become anxious in a new environment.)**
- Guest will be responsible for any and all damage caused by, or liability arising from, his/her dog to any property, person or dog on Lake Ocoee Inn premises. Guest Rooms and Cabins will be inspected after checkout.
- A Welcome Basket for your dog is in your Guest Room or Cabin. Please use the sheets and towels provided to cover furniture that may be used by your dog and for drying off or cleaning up after your dog.
- Dogs must be house-trained, clean and free of fleas and ticks. An additional cleaning fee of \$50 may apply if carpets require cleaning from mud, urine, or feces left by your dog; and \$150 may apply if flea infestation occurs.
- You must ‘pick up’ after your dog on all areas of Lake Ocoee Inn property, including any cleared area around Falling Water Cabin.
- **Noise/Disruption Complaints.** If management receives more than one complaint, alternative lodging arrangements must be immediately made for your dog.
- A maximum of two dogs is permitted per Guest Room or Cabin.



NOTE: C = Cabin R = Residence W = Water  
 NOTE: Phones, Please be aware that there are no phones in  
 motel rooms or cabins.  
 Because of our location between the mountains most cell phones will not  
 pick up a signal on the premises, 1 mile West and you should get a signal  
 by driving toward Cleveland

- CABINS C-7 Sugarloaf C-17 Falling Water Dog Friendly  
 C-15 Ocoee C-16 Parksville  
 C-8 Big Frog

**Lake Ocoee Inn & Marina Site Map**  
 Email: [ryan@ocoeemarina.com](mailto:ryan@ocoeemarina.com)  
 2496 US-64, Benton, TN 37307  
 Office: (423) 338-2064