

## 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: **SUGARLOAF CABIN**

Sugarloaf Cabin accommodates up to 4 persons. It is fully furnished with linens, kitchen appliances, cookware and utensils. Sugarloaf has its own outdoor deck with a gorgeous view of Parksville Lake. Light the Tiki Torches at night and relax to nature's serenade of crickets and katydids.

**CABIN RESERVATIONS** require payment in full upon booking. In addition, a damage deposit of **\$250.00** 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 \$250.00. 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 cabin 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.

Sugarloaf Cabin is **NOT a pet friendly cabin**, inside or out.

**CABIN CAPACITY:** Sugarloaf Cabin is available for your enjoyment for a maximum of 4 Guests, whether overnight or day visitors only. This applies to all indoor and outdoor space and facilities, including the dock. The presence of any number over this maximum creates a safety issue. Additionally, the rental rate is set in accordance with expected wear and tear on the physical facilities; and on water and electricity usage. Guests violating this policy will be required to leave immediately with no refund; and will also forfeit the Damage Deposit. Questions regarding this policy should be addressed to the Lake Ocoee Inn Reservation Office at 423-338-2064 PRIOR TO BOOKING.

**CANCELLATIONS:** In order to receive a full refund, a cancellation notice must be received at least 60 days prior to the first night's reservation date. Otherwise, the refund amount will equal ONLY what the facility is ultimately rented for on the dates of your cancelled reservation. Lake Ocoee Inn will endeavor to rent the facility at the full rate; however, this is not always possible as large groups typically make their plans and reservations months ahead.

**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:** 4:00PM  
**CHECK OUT:** 11:00AM

**NOTE:** Sugarloaf & Big Frog Cabins share a lakeside dock and parking between the cabins.

**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:** Sorry, we **CANNOT** accept pets at this cabin.

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

### **CABIN AMENITIES**

Bedroom:	1 set of Bunks	Kitchen:	Refrigerator/Freezer, Stove
Living Room:	1 Full Bed		Microwave, Toaster
	TV, Direct TV, DVD Player		Coffee Maker, Blender
Bathroom:	Shower, Sink, Toilet		Skillets, Pots & Pans, Mixer
	Bath Linens (for indoor use only)		Mixing Bowls, Pyrex Dishes
Outside:	Deck with Patio Furniture		Corning Ware, Cookie Sheets
	Bar-B-Que Grill		Baking Pans, Cooking Utensils
	Firepit		Tableware, Dish Detergent
	Tiki Torches		Kitchen Linens

### **YOU MAY WANT TO BRING:**

- A radio, games, books, DVDs, flashlights.
- Charcoal and Charcoal Lighter for Grill (can be purchased in Marina Store)
- Citronella Oil for refueling Tiki Torches (Torches are filled prior to your arrival-will burn 5 to 6 hours)
- Beach Towels (bath linens provided are for indoor use only).
- Firewood

**NOTE:** Daily linen service is not offered for Lake Ocoee Inn lodging. Towel changes will be made for those staying 4+ nights. Upon checkout linens are removed from the cabin and laundered in our commercial laundry facility. Please make sure to follow directions in the cabin on where to leave linens upon checkout to assist housekeeping in cleaning/turning cabin over.

**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.

**PARKING:** Sugarloaf Cabin accommodates 4 Guests, but the parking space is extremely limited and will NOT accommodate 4 vehicles. We strongly recommend that you plan ahead for a maximum of 2 vehicles.

Sugarloaf Cabin shares a driveway and parking with Big Frog Cabin. You may park one vehicle behind another next to Sugarloaf, leaving room for your neighbors to also park two vehicles next to Big Frog. Any additional vehicles should be parked in a lined space in the upper paved lot, or in the upper gravel lot. Do not park in the circle drive or near the entrance to the boat ramp. If you have a boat trailer we recommend parking it next to Sugarloaf. Boat trailers may also be parked in the gravel lot across the highway from the Motel, but you should lock the trailer. Do not park trailers in any other location.



## 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 SUGARLOAF CABIN**

**CHECK OUT:** 11:00 a.m. Failure to vacate the Cabin on time will result in an additional day's charge.

**PARKING:** Sugarloaf Cabin accommodates 4 Guests, but the parking space is extremely limited and will NOT accommodate 4 vehicles. We strongly recommend that you plan ahead for a maximum of 2 vehicles.

Sugarloaf Cabin shares a driveway and parking with Big Frog Cabin. You may park one vehicle behind another next to Sugarloaf, leaving room for your neighbors to also park two vehicles next to Big Frog. **Any additional vehicles should be parked in a lined space in the upper paved lot, or in the upper gravel lot.** Do not park in the circle drive or near the entrance to the boat ramp.

If you have a boat trailer we recommend parking it next to Sugarloaf. Boat trailers may also be parked in the gravel lot across the highway from the Motel, but you should lock the trailer. Do not park trailers in any other location.

**BOAT MOORING:** Guests of Sugarloaf share a dock with Big Frog. You may moor ONE boat at this dock. For additional mooring space check with the Marina for overnight covered slip rental, which requires proof of Boat Insurance.

**SWIMMING:** You may swim in the area immediately adjacent to your dock only. Please be aware of boat traffic on the lake which may approach your dock. Do not swim near the boat ramp next to Big Frog Cabin, or near any of the Marina docks due to the danger of electrocution from stray electrical current there. Swim at your own risk; there is no lifeguard on duty.

You may also swim at one of the two beach areas maintained by the Forest Service located east of the Lake Ocoee Inn premises.

**FISHING:** Fishing is permitted from the Sugarloaf/Big Frog dock when no one is swimming around the dock. Please be sure to remove all hooks and lures. If you clean fish on the dock, clean up the remains immediately and completely. Everyone 13 years of age and older must have a fishing license. These may be purchased at <https://www.tn.gov/twra/fishing.html>.

**PETS:** Lake Ocoee Inn has a **NO PET POLICY** for Sugarloaf Cabin. No pet may be on the inside or outside premises at any time. Failure to comply with this policy will result in the surrender of the full damage deposit.

**SMOKING:** Smoking including e-cigarettes is permitted only outside of Sugarloaf. Please use an ashtray and do not litter the premises with your cigarette butts. When smoking close all doors to the Cabin so smoke doesn't carry inside. Extinguished smoking materials can be placed in the outside trash can. Upon checkout, if the Cabin smells of smoke a cleanup fee of \$250.00 will be charged against the damage deposit.

**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.

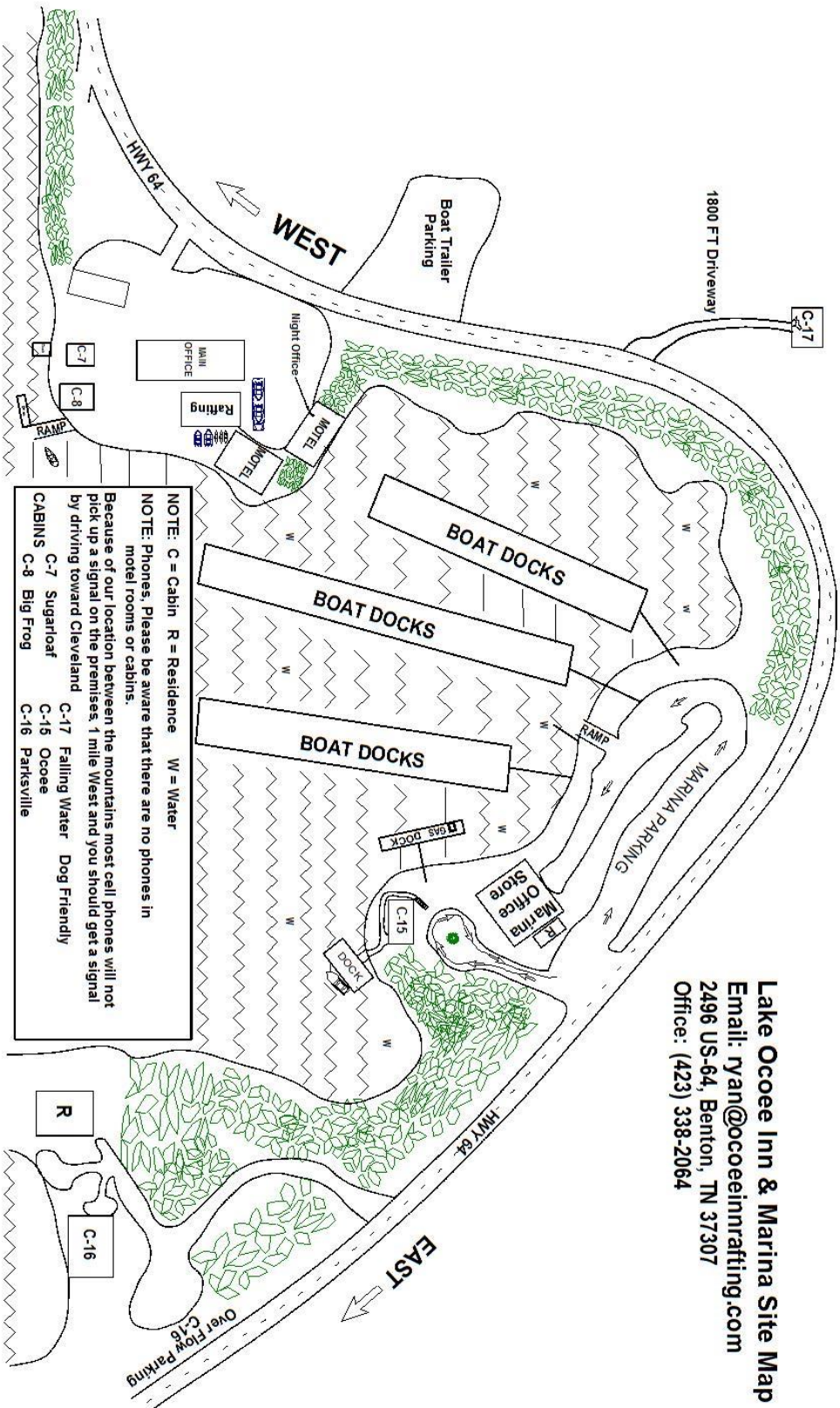
**FIRES:** If a spark from your grill or firepit causes a forest fire, you may be assessed fire fighting costs by the U.S. Forest Service which can get expensive in a hurry! Be careful with open flames and douse smoldering embers with water until completely out.

**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!



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

**Lake Ocoee Inn & Marina Site Map**  
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 Office: (423) 338-2064