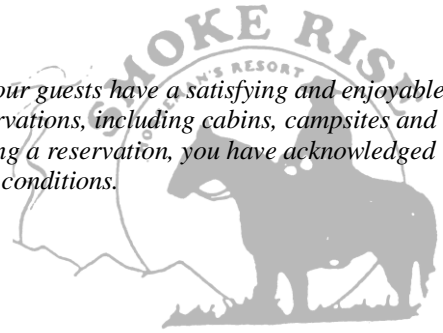


Smoke Rise Ranch Policies

The following policies at Smoke Rise Ranch have been established to ensure that our guests have a satisfying and enjoyable experience. Although we strive to accommodate all reasonable requests, all reservations, including cabins, campsites and stalls will be secured and confirmed in the order that they are received. By placing a reservation, you have acknowledged and agreed to be bound by the following terms and conditions.



OFFICE HOURS: Smoke Rise office hours are as follows:

Monday - Saturday : 8:00am - 8:00pm
Sunday : 8:00am - 5:00pm

Please notify us in advance if you will be arriving later than 8:00 pm and we will make the appropriate arrangements to welcome you and get you checked in. During off season months (November through March) hours may vary. Please call us for an update on our office hours January through March. Our physical mailing address is as follows:

Smoke Rise Ranch
6751 Hunterdon Road
Glouster, Ohio 45732

**Do not use this address to GPS our location. Current GPS mapping systems are not accurate. Retrieve accurate directions from our website or your confirmation e-mail.*

800-292-1732 (Phone)
740-767-2739 (Fax)
Smokerise@eurekanet.com
www.smokeriseranch.com

MINIMUM STAY REQUIREMENTS: Weekend stays require a two night minimum stay unless other arrangements have been made. Holiday and major event weekends require a three night minimum stay.

MINIMUM AGE: You must be 18 years or older to rent a cabin.

CHECK-IN/CHECK-OUT: All guests must check in at the office. Check-in is at 3:00 pm. Check-out is at NOON. Early check-in and late check-out may be requested but cannot be guaranteed. Please **leave all trash INSIDE** the cabin to prevent animals from scattering garbage around the cabin. Please return the key(s) to the office before you leave. There is a \$50 lost key charge for all lost keys.

PAYMENT: A prepaid deposit of the first night's stay is required to make a reservation. The balance of your stay is due at check-in.

CANCELLATIONS: All reservations, including cabins, campsites and stalls, require a prepaid deposit of the first night's stay. **All cancellations will be charged a \$15 cancellation fee.** Cancellations made more than 14 days prior to the date of check-in will be refunded the full deposit less the \$15 cancellation fee. Cancellations made less than 14 days but more than 3 days prior to date of check-in will forfeit the full deposit amount. Cancellations within 72 hours or less and "no shows" will not receive a refund of the prepaid deposit and the remaining balance of the entire reservation will be charged to the credit card on file. We will not issue any refund in the event of an early departure for ANY reason. There will be no refunds due to inclement weather.

DAMAGES: We reserve the right to charge your credit card for any damages to our premises or excess cleaning resulting from your stay. Our excess cleaning fee is charged at a rate of \$35 per hour. If you notice any damages upon arrival please notify the office immediately to avoid any damages being charged to your account.

PETS: Well-mannered and housebroken pets are permitted in cabins. A pet fee of \$30 per pet is required along with a refundable deposit of \$200 per cabin. No more than two pets per cabin are permitted. Pets must be kept on a leash and under the control of the owner at all times! Pets are not permitted on trail rides or in riding preparation areas (near office). Pets are not permitted in the pool area.

HORSES: Horses are not permitted in cabin areas or the office parking area. Please tie horses in designated areas only. Do not tie your horse to the trees. Proper picket lines are required. Guests are to supply their own pick lines. We reserve the right to charge your credit card for any damage done to trees or other property by your horse. Horses staying on sites 1-37 are not permitted in the immediate camping area but are permitted in designated picketing areas adjacent to the campsites.

SMOKING: **Smoking is not permitted inside any cabins or buildings.** Please pocket all butts and dispose of them in the garbage. An excess cleaning fee of \$35 per hour will be charged to the credit card on file for clean-up of cigarette butts around your cabin.

ALCOHOL: No one under the age of 21 will be permitted to purchase or consume alcohol on Smoke Rise Ranch property. No open containers of alcohol are permitted in or around the office. Kegs are permitted outdoors only. Please drink responsibly and be respectful and discrete around other guests. For the safety of other guest and for the horses, be careful using glass containers and clean up any broken glass.

ATV'S AND OTHER OFF-ROAD VEHICLES: Four-wheelers and other "off-road" vehicles are permitted on the ranch premises on main vehicle roads ONLY. Motorized vehicles are not permitted on trails, through pastures or other grassy areas or yards or inside any buildings. The ranch speed limit is 5 MPH. Motorized vehicles are required to yield to horses and riders and maintain a reasonable distance. Parking is not permitted on grassy areas.

AMENITIES: Occasionally appliances, hot tubs, fireplaces, etc. can malfunction. We will service and restore these amenities as quickly as we can, but will not make any rental concessions for time without these items. Likewise, loss of electricity, water, or other unforeseeable events will not result in a refund.

HOT TUBS (when equipped): **All use of the hot tub is at the sole risk of the participant(s).** Children 12 years of age and younger are not permitted to use the hot tub. Do not stand or sit on the hot tub covers. Please keep the cover on the hot tub when not in use. Use care in removing and replacing the cover. Shower before using the hot tub and do not add anything (lotions, solutions or other chemicals) to the water. Do not eat or drink in the hot tub. If you experience any problems with your hot tub please contact the office immediately.

QUIET HOURS: Smoke Rise Ranch is a family oriented guest ranch. Please be respectful of that and try to keep the volume down after midnight at the campsites and cabins.

POOL: **There is no lifeguard on duty. All guests swim at their own risk.** Pool hours are 8am to 11pm. An adult must accompany any children under the age of 14. No food, glass or pets around the pool area. Please shower before entering the pool.

VISITORS: Visitors are welcome but must check in at the office to receive a day pass. Any guests staying after midnight will be considered overnight and will be charged the extra person charge. Guests are responsible for the actions of their visitors.

TRAILS: Please leave any open gates open, and any closed gates closed. Please be respectful of other riders and guests, and DO NOT LITTER.

RECYCLE: Smoke Rise cares about the environment. Please help us stay green by recycling your cans, bottles, and plastic. Recycle bins are located at the side of the office and in front of the indoor arena.

******Please note:*

The Longhorn, Wild Bill's Retreat and the Wrangler Cabin are privately owned cabins that are managed by Smoke Rise Ranch and may have established policies that are different from the above stated policies. Cabin owner policies supersede Smoke Rise policies.

Thank you for being a valued guest and have a pleasant visit!