

Hills O' Brown Vacation Rentals Check-In Information

Already have a reservation with us? Then you're in the right place! Our information sheet has complete details about when, where, and how to check-in, plus some important information during your stay.

CHECK-IN IS ALWAYS AT OUR OFFICE

Please keep our driving direction handy, GPS does not always work accurately. Driving directions: <http://www.browncountylogcabins.com/directions.html>

NOTE: We do not provide exact locations of our cabins prior to check-in for the privacy of our current guests and cabin owners.

CHECK-IN IS AT 4 PM

Sometimes scheduling may permit an early check-in (never earlier than 1 PM). We never guarantee an early check-in. Once we hear from our cleaning crew, we give our guests a courtesy call if early check-in is available.

EXPEDITE YOUR CHECK-IN

Shorten your check-in time by printing, completing and bringing our online rental agreement form with you to our office. Download the rental agreement form from our website: <http://www.browncountylogcabins.com/pdf/signaturepage.pdf>

RUNNING LATE? AFTER HOURS CHECK-IN

If you are arriving after our office has closed, you will still need to check-in at our office. There is a lock box located on our front porch, in which your check-in materials are stored.

A code is required to access the lock box, please call the office during office hours a few days in advance or the day of your arrival to get your code. **NOTE:** We are closed Sunday's and major holidays, make sure to call in advance if you are arriving during those times.

The lock is a basic bicycle style lock – 1. Put in your code 2. Push up 3. Pull down on the lock to unlock it. Your keys, map & cabin directions, check-out procedures, and an extra copy of the signature form will be in an envelope with your last name and your cabin's name written on it. Please fill out the signature form (if you didn't bring one) and drop it through the mail slot in our front door. Take everything else with you.

WONDERING WHAT TO BRING?

We provide almost every basic amenity in each of our cabins; here are a few things you might want to pack.

<u>THINGS PROVIDED:</u>	<u>THINGS TO BRING:</u>
Pillows	Trash bags
Silverware	Toilet paper/napkins/paper towels
Kitchen appliances	Dish soap/dishwasher soap
All linens (towels, sheets, blankets)	Bath soap/shampoo
Cookware, dishes, glasses	Personal toiletries
Coffee maker	Sunscreen & Bug repellent
	Firewood & kindling for outdoor fire pits
	Swimming attire for hot tubs/pools
	Charcoal & lighter fluid (for cabins with charcoal grills)

WHILE YOU ARE HERE

Your cabin will have a black binder full of information with answers to many of your questions. Should you have additional questions, please feel free to call our office during office hours. We always have someone on call. If you have an emergency or issues after office hours, please call the office and listen for instructions on how to get in contact with our after-hours personnel.

EXTENDED STAY GUESTS

If you are staying 5 or more days, you can request the following services:

EXCESS TRASH PICKUP - if your garbage is piling up (in excess of two bags), and there is no dumpster on site at your cabin, please call us and request someone to stop by and pick up your extra bags. Alternatively, you can bring your trash to our dumpster here at our office, or at our sister realty office downtown Nashville located on North Jefferson Street.

LAUNDRY ACCESS - very few of our units offer open access to laundry facilities in the cabin. If you are booking an extended stay, you may request that the laundry room be left open for your stay. The request may or may not be approved, depending on the cabin.