

# Swamp Cottage and Bungalow

## Policies

The Swamp Cottage and Bungalow are nestled on 13 peaceful and beautiful lush subtropical acres surrounded by over one million acres of wilderness behind our Big Cypress Gallery. Please review the policies on this page to learn more about our accommodations.

We require a credit card to confirm and book the reservation. After completing the reservation process, we will email you a reservation confirmation. Review the confirmation carefully and contact us immediately if you have questions or concerns.

### **Check-In and Check Out:**

Check-In time is 3:00 p.m. EST daily. Please check in at the Big Cypress Gallery. You may arrange for a later check in time by contacting the Big Cypress Gallery staff member, 7 days a week 10:00 a.m. to 5:00 p.m.

Call **239-695-2428**.

Check out time is 11:00 a.m. EST daily. Please stop by the Big Cypress Gallery on your way out and tell us about your experience at our Cottage or Bungalow.

### **Rates:**

Rates are subject to change without notice.

### **Payment:**

100% of your payment is due at time of booking.

### **Rescheduling and Cancellation:**

**Cancellations** will be accepted up to 30 days prior to your date of arrival. All cancellations are subject to a \$75 administrative charge. If you wish to reschedule, there will be a \$40 rescheduling fee. If you choose to cancel without providing at least 30 days notice, you will be responsible for the full reservation amount.

A stay in our rentals is an experience in the heart of nature. While we do our best to accommodate your comfort needs, our location in the wilderness includes the

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possibilities of intermittent power outages, ect.... Therefore, we do not give refunds or a rain check due to discomforts of Nature. There will also be no refunds or compensation for: Acts of God, Mother Nature, Road Maintenance, Gas shortages, Power Outages, TV Service Outages or Water Outages.

### **Occupancy:**

Swamp Cottage: The rental fee is for (4) guests. Extra persons (up to 3) \$50 per night per person

Bungalow: The rental fee is for (2) guests. Extra persons (up to 2) \$50 per night per person

### **Smoking:**

NO SMOKING allowed in the Swamp Cottage or Bungalow. Smoking is allowed outdoors ONLY on any concrete porches. We provide ashtrays for your convenience.

### **Children:**

We welcome children of all ages; however, parents or guardians must supervise minors at all times. Please be courteous and understand that some of our guests are seeking respite from all stresses, including work, home and children.

### **Pets:**

Pets are not permitted – including those that are defined as comfort animals but are not trained to perform a specific task, but are said to provide emotional support or to relieve anxiety simply by their presence.

Service animals are permitted if they are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is prone to having a seizure, or performing other specific tasks. Service animals are working animals, not pets.

- You must keep you service animal under control at all times.
- The animal should be on a leash, harness or other tether, unless the handler is unable because of his/her disability to use a harness, leash or other tether, or the

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use of a harness, leash or other tether would interfere with the service animal's safe, effective performance of work tasks, in which case the service animal must otherwise be under the handler's control.

- For the happiness of all our guests, please pick up after your pooch.
- Big Cypress Gallery staff members are not responsible for the care or supervision of any of our guests' service animal.
- Animals are not to be left unattended.
- Guests are responsible for all damages to property.

Please contact the Big Cypress Gallery staff members if you have any questions, or if you would like to discuss your service animal's related needs. Call 239-695-2428.

### **Housekeeping:**

During your stay with us, we do not provide any housekeeping services. We want all of our guests to have the best experience possible and if you need any assistance, please do not hesitate to ask.

Garbage – The accommodations here on the Big Cypress grounds are considered the wilderness. We ask that you bag your garbage and keep it inside the unit or place bags in the green dumpster at the front of the property near the gallery.

### **Liability:**

The person agreeing to the rental policies acknowledges that all persons in their party assume all risks associated with the rental, and agree to hold the owners of the rental at no fault for any liability due to injury, damage, loss, or accident which may result from the use of the rental, including areas inside and outside the building, decks, and any area of the property.

### **Furnishings and Food:**

We are at least 1½ hours away from a grocery store. Bring what you need for meals and personal items.

We provide the following:

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- Fully Equipped Kitchen
- Complimentary condiments including coffee, tea, ketchup and mustard
- Linens, towels and complimentary bath products

### **Grounds:**

Although we do our best to respect your privacy, please be aware that at any time during the day, there may be guided groups touring the grounds or going on swamp walks. Also, staff members may be entering the downstairs portion of the Swamp Cottage storage area and supply rooms as necessary to conduct a normal day of business.

- *Thank You and Enjoy Your Stay!*