

We hope you enjoy the many area attractions, including the Great Smoky Mountain National Park, Gatlinburg, Dollywood, Splash Country and the many retail outlet stores.

During your visit with us we would like to make your stay as enjoyable as possible. If you should need anything while you are here, please feel free to call the office, 429-0831

The dominant geographic and economic feature of Sevier County is without a doubt the Great Smoky Mountain National Park.

Your vacation cabin is located just minutes from the National Park. The Great Smoky Mountains National Park is one of the largest protected land areas east of the Rocky Mountains. The Park has over 500,000 acres of forest and 730 miles of fishing streams.

The Great Smoky Mountains is a portion of the Appalachian Mountain System in western North Carolina and eastern Tennessee. The mountains comprise a part of the oldest upland regions in the world. They rise to a maximum elevation of 2024m (6642ft) at Clingmans Dome. They are noted for their luxuriant forest cover; large tracts of which are virgin growth.

The Park is a beautiful mix of forest wild lands and an outdoor museum of pioneer life. Try to experience both by hiking and visiting its restored structures. Centrally located within a two day drive for half of the nation's population, the Great Smoky Mountain National Park has the highest rate of visitation of all the National Parks in the country.

There are over 150 hiking trails in the Park. For additional information call 436-1200.

A word about Bears: Bears are wild and potentially dangerous. If one approaches your car, stay inside with the windows closed. Feeding the bears and other wildlife encourages the animals to behave unnaturally and violates regulations

A Tidbit of History

The Cherokee Indians were the first to live and hunt in the East Tennessee area that is now Sevier County.

Founded in 1795 and named after the first governor of Tennessee, John Sevier, Sevierville is the county seat and business center of Sevier County.

Long before Tennessee was a state, the town known as Pigeon Forge was a Cherokee hunting ground. When the area was opened to settlers, one of the first businesses was a forge opened in 1820. It was from this forge that one half of the town's name evolved.

The other half, Pigeon, refers not only to the local river, but also to the passenger pigeons that used to flock to this area in the late 1700s.

The first recorded settlers of the area now known as Gatlinburg arrived in the late 1790s. The area continued to grow and in the 1835 became known as White Oaks flat.

In 1855, Radford Gatlin came to the valley and opened a store. There are several tales of why the town was named after Gatlin, but many believe it is because the post office was located in the store.

The Great Smoky Mountains National Park was established in 1934 and the future of the Sevier County area was set.

Common Sense Considerations

If you plan on having a party or get together where there is likely to be loud music or conversation, please contact the office.

There may be guests in surrounding cabins that have early morning plans that might be disturbed.

We will be happy to accommodate, but we need to know in advance.

If you are having a problem with a neighboring guest after hours, please call 908-0834. If a warning does not suffice, they will quickly learn about our "express check out program".

Road Conditions

The roads to our cabins may be mountainous and gravel as well as narrow and winding.

4 wheel drive and/or chains are recommended in the winter to access some cabins.

These roads can be very dangerous when covered in ice and snow.

Call us at 908-0834 if you have any doubt at all about the condition of the roads.

We have 4 wheel drive vehicles and will do our best to assist you any way we can.

Television Services

Your television service provided may be one of the following: Cable, Direct TV or Dish satellite.

Not all TV service will provide Network or local channels.

Channels may vary as each cabin owner may subscribe to different program packages.

If you cannot find a channel guide in your cabin, please come by the office and we will gladly provide you with one.

Cable: To use the cable system, simply turn on the TV and use the channel button to change channels. There should be a channel guide on the TV stand for your convenience.

Direct TV: The TV channel should be set on channel 3. The VCR should be turned off. Turn on the power button at the top left hand corner of the satellite box. There is a green indicator light below the power button on the box. It will be lit when the power is turned on to the satellite. There should be a channel guide located on the TV/VCR stand. Channels may vary slightly as each cabin owner subscribes to different program packages. The channel guide listed will be the most popular.

Dish TV: To use the Dish TV, power button must be on to the Dish box. The TV should be on channel 3 and the VCR should be turned off. A Dish channel guide should be on the TV stand for your convenience.

The following reference applies to those remotes that read **DISH** at the bottom of the remote.

1. To surf for a program, press the up or down arrow button on the remote or enter the channel number using the number keys.
2. To open the program guide, press the guide button.
3. To see the last channel you watched or alternate between two channels, press the recall button. Press again and again to move back and forth between two channels.
4. To see information about a program:
Press the INF button while in the program guide, or while viewing a program, browse themes.

Be careful not to surf the channels too fast, as it tends to trip the satellite.

Pay Per View Movies and Special Events are NOT AVAILABLE

Housekeeping and Supplies

Rates include housekeeping service only upon departure.

Your cabin has been stocked with linens, towels and supplies. Linens and bath towels are not included and are not to be taken from the unit.

An initial set-up of trash bags, paper towels, toilet tissue, and dish washing liquid has been provided. Extra items needed are the responsibility of the guest.

Laundry soap and dishwasher soap have also been provided in cabins having a washer, dryer, and/or dishwasher.

Fireplaces

To operate a gas log fireplace, you need only turn the dial on the wall. If for some reason this does not turn the fireplace on, please call the office at 908-0834.

Warning: You CAN NOT burn wood in a gas fireplace. It is not vented for wood burning. For your own personal safety, do not remove the glass doors.

Hot Tubs

CAUTION: Please observe the rules and regulations, as you will be responsible for any negligence.

Keep all breakable objects out of area.

For your safety, enter and exit slowly.

Prevent accidental drowning, supervise children at all times and keep the hot tub cover locked.

Pregnant women, babies and persons suffering from heart disease, diabetes, high or low blood pressure or any other medical condition should not enter the hot tub without prior MEDICAL CONSULTATION and permission from their doctor.

Do not use the hot tub while under the influence of alcohol, narcotics or other drugs that cause sleepiness, drowsiness or raise/ lower blood pressure.

Be cautious of the intake valve by the filter as it has dangerous suction. Do not sit on or near the intake valve. Keep children away from this valve.

Never place an electric appliance within 5 feet of the hot tub.

Do not sit, stand or jump on the hot tub cover.

The hot tub cover must be completely removed before entering the hot tub. To minimize the potential for damage to the cover, it is necessary for two adults to remove and later replace the cover.

Warning: Do not put soap, bath oil or bubble bath in the hot tub. This will cause the tub to malfunction and will place it out of order for several days. You will be charged for repairing any damage caused or extra cleaning by putting these materials into the hot tub.

Please make sure the cover stays on the hot tub when not in use to conserve the heat, and that the cover is locked to keep the wind from blowing it off causing possible damage to the glass or cabin.

Please be aware that a lot of cabins are serviced by well water. There may be minerals in the water which can affect its clarity.

Please check to see that the hot tub is at the temperature that you would like. There is a thermostat on the top. It may take several hours to reach the desired temperature.

In Cabin Pools

Timber Tops offers a special class of cabins, Premier Silver, that offer indoor swimming pools. These pools are checked every 3 days. If you are not in your cabin when the pool is serviced they will leave a door tag letting you know they have serviced the pool. The pool temperature is set by the pools manufacture to be between 77 and 84 degrees. If water has to be added to the pool it may take up to 4 hours for the pool to recover to its factory set temperature. Pools cannot be drained and chlorine is used to keep the pools clean.

Pet Friendly Cabins

Some of our cabins allow you to bring your pets with you on vacation. In order to continue to do this we must ask your cooperation with the following policies.

If a pet is accompanying you please advise the office.

We require that all pets left alone in a cabin be in a pet crate or carrier. Please call the office if you need to borrow one.

We charge a one time pet fee of \$50.00 per pet. This is not a deposit and is not refundable. This charge is to cover normal pet hair clean up and minor mishaps.

This charge does not cover any damages to cabin or excess cleanup in the form of complete carpet cleaning or spraying needed to remove fleas.

In the event any damage is done to the cabin, you will be responsible for the cost of cleaning, spraying, repair or replacement.

Not all our cabins are pet friendly please be sure yours is.

A Word or Two About Water.

Most cabins in the area are not on a public water system. Most are on a community or individual well. As a result, you will see more variances in water clarity and odor than with public water treatment.

This is not an unsafe condition, merely the result of natural variances in the local aquifer. Typically these will neither stain your clothing nor present any unsafe conditions. For drinking purposes, often letting the pitcher of water stand in the refrigerator for an hour or two will remove a large part of the odors.

Lady Bugs

A couple years ago, the National Park Service introduced several million ladybugs into the park to combat a tree-killing insect that is laying waste to thousands of park trees.

As we understand it, the ladybugs eat the food source of the bug causing this widespread blight, or its larva, or combination of both.

Whatever the case, some of you might recall from your grade school biology that the ladybug is a "good" bug because it eats aphids and scale insects. Its current use in the National Park illustrates its "good" bug status.

Unfortunately, ladybugs have no sense of boundary, and the Gatlinburg area is occasionally host to a vast population of them.

They do not enter indoors on purpose, but accidentally. Once inside they can't find their way out. There is no safe treatment for ridding them from indoors other than to simply vacuum them up!

The ladybug is attracted to warm, sunny surfaces such as the sides and roofs of buildings. They accidentally enter inside tiny cracks and window runners.

The ladybug is a small reddish or greenish bug, with a smooth surface and black spots. They do not harm humans, nor do they pose a health or food threat.

We will continue to remove them at checkout, but if they appear during your stay we will do all we can to take care of them.

Please contact us if you have any questions about ladybugs that this notice has failed to give you.

Check Out Procedures

Check out time is 11:00 am on the date of departure.

If you would like to extend your stay, please call the office so we can check availability.

As a courtesy to the incoming guests, we ask that you check out by 11 am. If you are late checking out, there will be an additional charge.

For your convenience, you can call the office when you are leaving so you will not have to make another trip to the office.

The office telephone number is 908-0834. The telephone lines are available 24 hours a day.

Upon check out:

- ◆ **Please run any dirty dishes through dishwasher.**
- ◆ **Check the thermostat to see that the temperature is set between 75-80 degrees in the summer and between 65-70 degrees in the winter.**
- ◆ **Please place soiled linens and towels in the bathroom.**
- ◆ **Make sure all fans and appliances are turned off.**
- ◆ **Please close all blinds and curtains to keep down heat build up and protect furnishings.**
- ◆ **Make sure the cover is secured over the hot tub.**
- ◆ **Please check that all the doors are locked and secured.**
- ◆ **Remember to press the lock button on the keyless entry when you exit, checking to be sure the door is securely locked.**

We ask that you take a minute to look back and reflect on your stay. Do you have happy memories? Did you enjoy the scenic views and friendly folks? Please take this time to fill out the comment cards handed to you at check in. We value your comments and hope to serve you again in the future.

As you pack up to leave, please make a thorough check of your cabin so you do not to leave anything behind. Upon your departure, the cabin will be cleaned.

Any items found by our staff will be turned into the lost and found department. The articles will be held for 30 days. If no claim has been made, they will be donated to a local charity. Please call our offices if you think you have left something behind. Although we are not responsible for items left behind, we will do our best to recover them.

Thank you again for choosing Timber Tops for your vacation lodging. We look forward to seeing you again in the future. Have a great day and please drive safely.

All our cabins are privately owned by people just like you. Please treat their vacation home with the love and respect you would give your own as they share it with you. Both the owners and Timber Tops thank you in advance for your consideration.

