



GENERAL FREQUENTLY ASKED QUESTIONS FOR ALL CABINS & LODGES

When are the deposit and final balance due?

A deposit payment equal to one night's rent (TOTAL divided by number of nights) is due at the time of booking, to confirm your reservation. Remaining balance is due 30 days prior to check-in date for cabins (Blue Spruce, Cedar Cove, and Hemlock Haven) and 60 days prior to check-in date for lodges (Deer Lodge, Firefly Lodge, Bear Lodge, and Elk Lodge).

How do I make a payment?

Generally, you will pay your amount due in two payments – first, your deposit at the time of booking, and then your remaining balance 30 days before you arrive for cabins (Blue Spruce, Cedar Cove, and Hemlock Haven) and 60 days for lodges (Deer Lodge, Firefly Lodge, Bear Lodge, and Elk Lodge). If you book a stay within: 30 days for cabins, or 60 days for Lodges of your arrival, the full balance is due upon booking.

For online bookings: You will enter your credit card information, but it is not automatically charged. Our staff will manually run your credit card for your deposit (or full balance, if stay is within 30 or 60 days depending on cabin or lodge) when they see your booking come through.

To pay your balance:

For credit card payments: We will send you a payment link to pay your balance a few days prior to its due date. All you have to do is click the link within that email and then follow the directions.

You can also set up a payment plan if you would like to pay your balance in smaller amounts over several months. For this, we can either send you payment links or charge your card on file on prearranged dates. Please make all requests for payment links via email.

Regarding payment links: Payment links expire 30 days after we send them. You cannot reuse payment links. Payment link amounts cannot be customized once sent. If you find that you need a new payment link at any time, just email to let us know. **Please note that there is nowhere online/in your Lodgix account for you to make a payment.** We can only do this from our side, or we can generate a payment link to send you.

-If you are paying with a different credit card than that on which you paid your deposit, please call us during business hours (9:00am-5:00pm EST) or email us to request a payment link.

-If you are paying with the SAME credit card as that on which you paid your deposit, YOU DO NOT NEED TO CALL US; simply email us to let us know the amount you would like charged, and we will process it at our earliest convenience.

For check payments: Please make checks payable to Tuckaleechee Retreat Center and send to the attention of “Guest Services Manager” at 945 Cavern Road, Townsend, TN 37882. You will receive an email receipt for your payment after it is processed by our staff.

What is the cancellation and refund policy?

Cancellation Policy for Group Lodges (Elk Lodge, Bear Lodge, Firefly Lodge, Deer Lodge):

If you cancel 120 days or more before your arrival date, you will receive a full refund of monies paid.

If you cancel 119-60 days before your arrival date, no deposit refund will be given, but monies paid will be applied to a future stay (rain check) in the same calendar year. No portion of monies paid will be refunded, even if the new reservation total is less than the original.

If you are unable to rebook within the same calendar year, all monies paid will be forfeited, UNLESS we are able to rebook the dates for which you cancelled, in which case we will grant you a refund for those nights.

Because full payment for your reservation is due by 60 days prior to check-in, if you cancel fewer than 60 days before your arrival date, all monies paid will be forfeited and will not be allowed to be applied to a future stay. However, if we are able to rebook any of the dates you cancelled, we will grant you a refund for those nights.

Cancellation Policy for Individual Small Cabins (Blue Spruce, Cedar Cove, Hemlock Haven):

If you cancel 90 days or more before your arrival date, you will receive a full refund of monies paid.

If you cancel 89-30 days before your arrival date, no deposit refund will be given, but monies paid will be applied to a future stay (rain check) in the same calendar year. No portion of monies paid will be refunded, even if the new reservation total is less than the original. If you are unable to rebook within the same calendar year, all monies paid will be forfeited, UNLESS we are able to rebook the dates for which you cancelled, in which case we will grant you a refund for those nights.

Because full payment for your reservation is due by 30 days prior to check-in, if you cancel with fewer than 30 days before your arrival date, all monies paid will be forfeited and will not be allowed to be applied to a future stay. However, if we are able to rebook any of the dates you cancelled, we will grant you a refund for those nights.

Refunds of Credit Card Payments

If your initial payment(s) was with credit card, the credit card fees originally charged to TRC will be deducted from your refund.

Are holiday rates higher?

Dates surrounding New Year’s Day, Valentine’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day will be subject to holiday rates.

Does TRC provide sales tax exemption?

Non-profit organizations may be exempt from sales tax (not motel tax) if they are Sales Tax Exempt in the State of Tennessee, with provision of an up-to-date copy of the organization’s TN Tax Exemption Certificate. The exempt organization’s check or credit card must be used for all payments.

What are the pet policies?

In order to provide safe cabins for those suffering from pet allergies, we do not allow pets of any kind to stay in our cabins, unless it is a service animal that is ADA-complaint (has been trained to work or perform a certain task for someone). You must notify Guest Services IN ADVANCE if you are bringing a service animal.

What are the alcohol policies?

We have a strict no-alcohol policy on our property and in our cabins as we are a dry facility. For further clarity, this includes wine, beer, and liquor.

Is smoking permitted?

No smoking or vaping is permitted inside the cabins or lodges. Smoking is only permitted outside. Waste created from smoking must be disposed of in a trash can outside the cabins and lodges, not inside or on the ground. Please be mindful of those around you who may be sensitive to the smell of smoke.

What is the age requirement to book?

18 years of age or older is required to make a reservation. Minors are not permitted to stay on our property without a supervising adult.

What is the minimum number of nights required to book?

TRC rents its cabins/lodges for overnight events only. Our standard minimum rental period is two nights. We are more likely to approve exceptions to this for weekdays than for weekends. If an exception is approved, guests renting the property for a one-day only event or a one-night retreat will be charged the equivalent of 1.5 nights' rent for that cabin/lodge.

Are linens provided?

Yes! Sheets, pillows, and 1 blanket OR quilt is provided per bed. We also provide 1 bath towel/washcloth per person, 1 bathmat/hand towel per bathroom, and dish towels/dish cloths for the kitchen. Please bring a beach-style towel for the pool and hot tub. Please DO NOT use our white towels/wash cloths as cleaning rags (for dirty shoes, bikes, etc).

Are hair dryers provided?

No

Is an iron/ironing board provided?

Yes

Are land line phones provided?

Yes, there is a VOIP landline phone in each cabin. Incoming calls are free. Outgoing calls will incur a per minute fee, which we will charge to your credit card on file.

What supplies/appliances are provided in the cabins/lodges?

We provide a complimentary 2-3 day starter supply of the following items: paper towels for the kitchen, toilet paper, trash bags, coffee filters, dishwashing detergent, dishwasher packets, liquid hand soap, and bar soap. If your stay is longer than 2-3 days, you may want to bring extra of these items with you to ensure you have enough to last.

Each cabin's and lodge's kitchen is fully equipped with dishes and cookware. Plates, bowls, cups, mugs, silverware, and glasses are provided – respective of how many people can sleep in that cabin. We also provide basic pots/pans, skillet and other cookware needed to prepare a meal. Our larger lodges include specialty items for group meals – roaster, crockpot, blender, serving pans, etc. **Please note** that we are not always able to inventory between guests, especially during the summer.

Cabins and lodges have a stove (some are gas, some are electric), coffee maker and/or K-cup style (the latter is not guaranteed), microwave, full-sized refrigerator, and dishwasher (except for Blue Spruce and Cedar Cove).

If you have a favorite cookware item, please bring it with you or inquire with Guest Services prior to your arrival if we have one in your cabin.

You will need to bring ALL food items (including staples, such as salt/pepper/oil/coffee), as well as foil, plastic wrap, etc.

Does TRC offer meals?

TRC does not provide any meals; however, you can find a list of local restaurants in the black Guest Book inside the cabin.

What items are provided for babies?

There are 3 highchairs in Elk Lodge, 2 highchairs in Bear Lodge, and 1 highchair in Firefly Lodge.

We do not provide pack-n-plays or baby gates.

Deer Lodge main level has stairs to the loft, and Firefly, Bear, and Elk Lodges have interior stairs between floors.

Is there a fire pit and what is provided?

There is a shared fire pit available for all of our guests to use. You must reserve the fire pit ahead of time via email. There is no cost to reserve the fire pit. Firewood is not guaranteed, but there is usually some left from the last group. If not, it can be purchased at the IGA in Townsend. You need to bring your own lighter or matches and fire starter; however, there are usually pine needles on the ground which make excellent fire starter. We do not start the fire for you; you are responsible for starting your own fire and putting it out when you are finished. You will need to bring your own skewers if you wish to roast marshmallows, etc, as we do not provide them. There is seating on the swings around the fire pit for about 16 people, and 4-6 additional chairs.

What A/V is available for meetings/sessions?

For guests renting Elk Lodge: There is a projector screen in the upstairs common room. You will need to bring your own projector. There is also a Roku TV with HDMI input on a rolling stand in the common room of Elk Lodge that many of our groups use for their group sessions. In the downstairs living room, there is also a Roku TV with HDMI input. This is a great spot for small sessions of 10-20 people.

For guests renting Bear Lodge: There is a Roku TV with HDMI input upstairs in the living room of Elk Lodge that many of our groups use for their group sessions. There is a second TV with HDMI input in the downstairs living room.

For guests renting Firefly Lodge: There is a Roku TV with HDMI input in both the upstairs and downstairs living rooms of Firefly Lodge that many of our groups use for their group sessions.

For guests renting Deer Lodge: There is a Roku TV with HDMI input in the upstairs living room.

Do you offer sound systems or sound technicians?

Unfortunately, we do not.

Do you provide tables for our set up?

The upstairs common room of Elk Lodge has approximately fifteen 6'x2' white tables.

The downstairs storage area of Bear Lodge has approximately four 6'x3' heavy brown tables.

Other than those we provide; you would need to rent tables from a local rental company.

What onsite activities are available for all guests?

Shared fire pit at the swings by Elk Lodge (must be pre-reserved by emailing us), shared hot tub at Elk Lodge pool area, shared saltwater pool at Elk Lodge (mid-May through early September; pool is NOT heated), hiking trail to the top of the mountain (hike up to Bear Lodge and keep going up the clay road; note: you will not want to do this if it has recently rained).

Are we able to use the amenities at the other cabins/lodges that we have not rented?

Other than the above, no.

How far out can I book my next stay?

There is no limit on how far out you can book!! We encourage our guests to book out as far as possible to get their preferred dates/rates. However, our online availability calendar may not be up-to-date yet with all of our CBM-run retreats and events, as well as our returning groups. Check with Guest Services before booking online prior than one year in advance.

Are there bears?

Yes, we have black bears. Bears have gotten more active in the past several years. If you do not see one on or around our property, you can drive the scenic Cades Cove (15 minutes away) and you will more than likely see bears.

How far is our cabin from everything? (Times below are drive-time estimates and do not account for traffic/construction/etc.)

Townsend – 5 minutes

Maryville – 25-30 minutes

Alcoa (Knoxville – TYS airport) – 35-40 minutes

Pigeon Forge – 30-40 minutes

Sevierville – 40-50 minutes

Gatlinburg – 40-50 minutes

Knoxville – 50-60 minutes

What is the “busy season” in the area?

In order of busyness/crowds:

1. Summer (Memorial Day – Labor Day)
2. October (Leaf Season)
3. Spring Break (March, April)
4. Christmas/New Years

How steep/windy is it here?

If you are from a flat state/area of the U.S., this will seem incredibly steep to you, with windy roads. Many people from flat areas get nervous driving the roads, especially at night. Many roads are not well-lit, and many don't have guard rails. If you are from a flat state, we recommend you arrive to this area during the day.

No matter what, you will encounter windy roads on your way to this area. If you get carsick, we recommend taking something for motion sickness.

Once you get on property, there are some steep areas as well, especially up to Bear Lodge, BUT a 4-wheel drive is NOT required. Just remember – all of us locals drive this every day in front-wheel drive and are completely fine. We advise that you DO NOT STOP when going uphill; keep your foot on the gas. When coming downhill, you will do best if you keep your foot on the brake.

Can a group leader arrive early to put food in fridges, set up room assignments, etc?

From mid-May through mid-July and during holiday periods, we do not offer early check-in due to the large-scale turnovers our cleaning company has to accomplish each day. For other times of the year, you may request an early check-in of no earlier than 12:00pm for cabins (Blue Spruce, Cedar Cove, and Hemlock Haven) and no earlier than 1:00pm for lodges (Deer Lodge, Firefly Lodge, Bear Lodge, and Elk Lodge) from Guest Services one week in advance of your stay. Whether or not your request is approved will depend upon the availability of our cleaning company to clean everything they need to clean between the last guest's checkout and your check-in.

For check-in request times earlier than 12:00pm for cabins (Blue Spruce, Cedar Cove, and Hemlock Haven) or 1:00pm for lodges (Deer Lodge, Firefly Lodge, Bear Lodge, and Elk Lodge), you will need to pay the equivalent of the night prior's rate.

Please place all requests via email to Guest Services.

Can we have a late checkout?

From mid-May through mid-July and during holiday periods, we do not offer late checkout due to the large-scale turnovers our cleaning company has to accomplish each day. For other times of the year, you may request a late checkout up to 1:00pm for cabins (Blue Spruce, Cedar Cove, and Hemlock Haven) or 12:00pm for lodges (Deer Lodge, Firefly Lodge, Bear Lodge, and Elk Lodge) from Guest Services one week in advance of your stay. Whether or not your request is approved will depend upon the availability of our cleaning company to clean everything they need to clean between your checkout and the next guest/group's check-in.

For checkout request times later than 1:00pm for cabins (Blue Spruce, Cedar Cove, and Hemlock Haven) or 12:00pm for lodges (Deer Lodge, Firefly Lodge, Bear Lodge, and Elk Lodge), you will need to pay the equivalent of the next night's rate.

Please place all requests via email to Guest Services.

Do you offer discounts to local attractions?

We sometimes have discount coupons for tubing (summer time), horseback riding, and Dolly's Stampede. We do not have discounts to Dollywood.