

Buffalo Outdoor Center Lodging Policies & Rules

The following two pages contain our Lodging Policies and Rules for cabin rental. As the person making the reservation, it is your responsibility to read and understand our guidelines, as well as pass them on to the members of your party. The Policies and Rules presented here may not be inclusive of everything, so please check with us if you have questions or concerns regarding any uncovered items or definitions by calling 1-800-221-5514.

2-Night Minimum Stay: A reservation involving a Friday or Saturday night requires a minimum stay of at least 2 consecutive nights.

3-Night Minimum Night Stays: Certain holidays, such as Thanksgiving and Christmas, may require a stay of 3 or more consecutive nights. Dates requiring a stay of 3 or more consecutive nights are listed on our website or available by calling us at 1-800-221-5514.

Arrival/Departure: Check-in time is 3:00 p.m. or after / Check-out time is by 11:00 a.m. There are no refunds for early check out or departure. If you are scheduled to check-out on a day of an activity or trip, please remove all of your belongings from the cabin before you go out on your adventure. If our preparation of the cabin is delayed because you failed to remove your personal belongings or you are still occupying the cabin, you will be charged an additional night of lodging for the pressure created for our staff, as well as the possible delayed check-in of incoming guests.

Initial Deposit: A non-refundable deposit of \$25 per cabin / per night reserved is necessary in order for us to reserve one or more cabins for you. This will be charged to the credit card securing the reservation.

Final Payment: The balance of your account (less the \$25 per cabin / per night reserved deposit) is due upon checkout. Thank you for bringing us your cabin key, along with the credit card you wish to use to complete the transaction. You may also pay for the balance with cash or by personal check.

Cancellations: Lodging and/or activity cancellations made less than 21 days from the arrival date are non-refundable FOR ANY REASON, as we have set aside the cabin(s) on the dates you have requested and have most likely turned others away for reservations. If Buffalo Outdoor Center or local / state law enforcement agencies render conditions for driving/activity conditions unsafe and travel is not a possibility, you will be exempt from the cancellation policy.

Damage Charges: Buffalo Outdoor Center reserves the right to charge your credit card for stolen items or damages to the property or cabins or lodge. If something is broken or missing or even improperly cleaned when you check in, it is your responsibility to advise the Buffalo Outdoor Center staff promptly or, if checking in after office hours, notify us immediately the following morning. In turn, we will respond as promptly as is possible to correct the issue.

Additional Guests: Each cabin is designed to host a certain number of guests as specified in our website (www.buffaloriver.com) and rate sheet. Please refer to one of these or call us at 1-800-221-5514 to clarify the number of guests your cabin is designed to host. Should we feel that a cabin has an excessive number of guests, we reserve the right to enter the cabin and evaluate the situation. We reserve the right to charge an additional \$150+tax per night for the cabin should we feel its occupancy has been exceeded. Of course, beforehand we would try speaking to you privately about this impending charge.

Pets: Your pet is welcome at any BOC cabin with the exception of RiverWind Lodge. Pet fees are \$20+tax per night, per pet. Upon arrival you should receive a pet welcome kit, which includes a sleeping sheet, dog treats and waste removal bags. Please secure and place the waste bags in your outdoor trash container. Thank you for keeping the lawn of your cabin free of pet waste out of respect for the next guests, as well as our staff. Removing pet waste is the pet owner's responsibility. Inordinate amounts of pet hair on rugs, floors or furniture or yard waste may result in an additional fee. Undisclosed pets will result in a \$100+tax fee being charged to your credit card for each night occurring within your reservation.

Refunds/Adjustments: Buffalo Outdoor Center does not issue refunds or adjustments due to factors out of our control, e.g. weather, illness, personal reasons for cancellation or early check-out. Cancellations made for reservations in the 20 days prior to arrival will not be refunded, but will be evaluated for an in-house credit depending on circumstance and notice. Prices and policies are subject to change without notice. Buffalo Outdoor Center reserves the rights to correct any pricing errors without providing compensation.

Damages/Inventory: If damages are apparent upon check-out, Buffalo Outdoor Center reserves the right to charge the credit card holding or used to pay for your reservation for damages, neglect, miss use, theft and/or additional cleaning. You will be held responsible for any damages to or stolen property from your cabin or the lodge during your stay. Before a guest arrives, housekeeping takes a beginning inventory of items in each cabin (such as towels, artwork, cutlery, etc.) and after check-out another inventory is taken. Missing or damaged items will be billed to the renter. Please notify our office immediately upon check-in if you have any concerns or if you see any visible damage from a previous renter.

Lost & Found: We keep lost-and-found items for 30 days. While we cannot guarantee that we will find an item left in a cabin, we will make a concerted effort to do so. The cost of packaging and shipping the item will be billed to the credit card used to pay for your reservation. Please note that it is not our responsibility to identify that you have left an item behind.

Accidents: I hereby release BOC from any liability for injury, loss of life or damages arising from my stay at BOC whether caused by Negligence or Strict Liability of released parties.

Smoking: The Arkansas Clean Air Act prohibits smoking inside the cabins and the lodge. If you smoke outside, please prevent forest fires by extinguishing all embers and please use designated ashtrays and receptacles. PLEASE DO NOT TOSS CIGARETTE BUTTS ONTO THE LAWN. A sand bucket is provided on cabin porches for this purpose.

Phone Access: Cabins are not equipped with telephones. Cell service, however, is fairly reliable in our mountain-top cabins, especially if you use one of the more common service providers such as AT&T.

Groceries/Shopping/Adult Beverages: Buffalo Outdoor Center's store/office offers many of the basic groceries, personal care items, stream fishing equipment and clothing items guests routinely find they need during their stay. There is a Walmart 30 minutes away in Harrison, as well as Hudson's Grocery, which is a great place to pick up a quality steak. Please note that our county is dry, which means you will want to bring your adult beverages with you or pick them up during a supply run to Harrison.

Urgent Messages: We will be happy to take urgent messages during office hours at 1-800-221-5514. However, we are not responsible for delivering them to you; please check with us in the office to learn if you have received messages during store hours. Loved ones not with you or babysitters / housesitters / petsitters should be aware that this number is not answered during the hours our office is closed. Should an after-hours emergency arise, they should contact the Newton County Sheriff's office at 870-446-5124 and make them aware that you are staying at Buffalo Outdoor Center. Providing them with the name of the cabin you have rented would expedite your being reached.

Emergency Numbers While at BOC:

- 911 for any life-threatening situation
- BOC Store / Office #: 1-800-221-5514 or 870-861-5514 during regular business hours (Store / Office Hours: 8:00 AM – 6:00 PM, March – November | 8:00 AM – 5:00 PM, December – February)
- North Arkansas Regional Medical Center in Harrison, AR, is located about 30 minutes from Ponca to the north. The phone # is: 870-414-4000. Take Hwy 43 North to Harrison; the street address is 620 North Main, and the hospital is just north of the town square about two blocks.

The Outdoor Environment: BOC is located in a remote and richly scenic section of Arkansas. This is a wilderness area that is limited in services and population. Deer, elk and other critters frequently cross the roads--especially at night--so please be on the lookout for them when driving. Our surroundings are home to a variety of wonderful creatures, but also poisonous snakes, insects and even poisonous plants, such as poison ivy. As a general rule, we all co-exist peacefully without incident. However, please be aware that a few creatures and plants are harmful and acquainting yourself with them prior to arrival is a prudent measure. Your local library, bookstore or online search browser should be of help.

If you have any questions, please email us at boc@buffaloriver.com or call 1-800-221-5514. We look forward to having you with us!