



Gwin Realty LLC Vacation Rentals
5731 Peavine Road
Crossville, TN 38571
931 484 0077
www.GwinRealty.com

Confirmation # _____

Dear _____,

Please read these instructions carefully before your arrival!

We are pleased to confirm your reservation at Fairfield Glade!

Check-in is at our office located at 5731 Peavine Road. The balance is due at check-in. Our office hours are Monday–Friday 8:00AM–5:00PM, Saturday 9:00AM–2:00PM Central Time. If you are arriving after hours, your check-in packet will be in the lockbox to the right of the office door. The combination is G0077. Your packet will be in the box with directions to your unit and door keys. Unless you call with another payment method prior to check-in, the credit card on file will be charged for the balance due.

CHECK-IN REMINDERS:

CHECK-IN TIME IS 3:00PM CST: Our housekeeping staff works very hard to have your unit ready for the 3:00PM check-in time. You may request an early check-in, on your day of arrival. If your unit is clean, we are happy to accommodate you. However, due to security purposes we cannot give you keys to the unit until it is clean.

Fairfield Glade Security – (931) 484-3785

***Please note!* There is NO SMOKING in any unit.**

Gwin Realty, LLC hours of operation are Monday–Friday 8:00AM–5:00PM, Saturday 9:00AM–2:00PM CST. We are closed on Sundays.

If there is an emergency after hours or if you are locked out of your unit, please call (931) 456-2864, a representative will call you back as soon as possible. Please note, there is a \$50 service charge if you lock yourself out of your unit and we are called to open the unit door.

HOUSEKEEPING: If, upon arrival, your condo is not clean, please notify us IMMEDIATELY! If you clean the condo before reporting or do not report within 24 hours, we will not be able to assist you.

MAINTENANCE: Please report any maintenance issues that arise and we will take care of them as soon as possible. We will address issues promptly so you can continue to enjoy your vacation. Essentials items such as power and HVAC are emergencies. If it is after hours, nonessential items such as wireless internet or cable TV are not considered an emergency. If anything breaks during your stay, please report it as soon as possible to avoid any issues after your departure.

DAMAGES: Gwin Realty, LLC reserves the right to charge guests the cost of rectifying damage caused by the deliberate, negligent, or reckless act of the guest to the unit's property. Should damage be discovered after check-out, Gwin reserves the right to charge the card on file and guest will be notified.

STARTER SUPPLIES: Your condo comes equipped with a starter set of supplies. These items include an extra roll of toilet paper (per bathroom), paper towel, dishwashing liquid, and 2 trash bags. This may not be enough to get you through your entire stay; it is meant to establish you upon your arrival. The unit also includes bed linens for each bed and the pull out (if available), bath towels, hand towels, and wash clothes. Extra towels can be found within the bedroom dressers.

TRASH: *Druid Hills Villas* – Please dispose of trash there in the receptacle located in the center of the villa area. *Lakeshore Terrace, Wilshire Heights, & Lake Catherine Townhomes* – Trash pick up is once a week depending on your unit number. The specific day can be found in the book located in your unit. Please use the trash bag provided for the outside container.

CONDO DÉCOR: Fairfield Glade is a unique community established in the early 70's. All the units are one-of-a-kind and individually owned. Please do not loan/take items between units. Gwin Realty, LLC reserves the right to charge guest the cost of replacing any item that has been removed from the premises without consent.

GUEST CARDS: Fairfield Glade is a semi-private resort community. There are numerous amenities for your enjoyment. We can provide you with guest cards during your stay so you can enjoy all the amenities at the guest rate. If you would like guest cards, please email us the names of the people in your party prior to your arrival to ensure the cards will be ready for you. Guest cards will be located in your packet at check-in.

SUBSTITUTION OF ACCOMMODATIONS: Circumstances may cause your confirmed unit to be unavailable. Gwin Realty, LLC reserves the right to substitute comparable accommodations. We cannot guarantee the confirmed rate in these circumstances. However, accommodations and rates are subject to your approval.

HOUSE TIPS:

In some cases, your refrigerator may take overnight to cool down and keep all of your groceries cold. Refrigerators work by cooling objects-not air, so it may take a while to cool an entire week's worth of groceries if you have just loaded them upon arrival. Please do not turn up the temperature control, this could cause the refrigerator to freeze and ruin food. If you still feel there is a cooling problem after 24 hours, please notify us and we will have unit repaired as quickly as possible.

If you are having difficulty accessing the wireless internet and you have entered the correct Wi-Fi username and password, please locate the router (usually near the main TV). Turn the router off for 60 seconds and then restart. In most cases a good rebooting will do the trick. If the problem persists, please let us know and we will try to rectify the issue. In the meantime, there is public Wi-Fi access available at the Fairfield Glade Convention Center.

CANCELLATION POLICY:

Vacation Rentals: Please notify our office as soon as possible at (931) 456-2864. We require a 14-Day Notice for nightly or weekly rentals and a 60-Day Notice for monthly rentals. Your deposit will be returned less a \$35 administrative charge. If less than the required notice is given, the deposit will be held for lost rent unless the unit is rebooked for the same period. Sorry, no refunds for early departure.

Golf Packages:

Package Cancellation – Deposits paid may be used toward another booking for up to one year from date of cancellation.

Individual Cancellation – Please try to replace with another golfer if possible. Minimum of \$100 will be charged up to the total of the per man portion of the accommodation.

Rain Checks – Make sure to get a rain check from the golf course for rain delays to receive credit from our office.

DAMAGES: A credit card number shall be recorded at the time this agreement is executed as security for guest's compliance with all terms and conditions of the agreement. The credit card will not be charged if the following provisions are met:

1. No damage is done to the premises or its contents
2. No items are missing from the premises
3. Guest agrees to comply with all applicable laws, rules, regulations and ordinances relative to its temporary occupation and use of the premises.

RIGHT OF ENTRY: Gwin Realty, LLC shall have the right to access the premises for inspection and/or repairs during reasonable hours. (Notice will be given). In case of emergency, a representative from Gwin Realty may enter at any time to protect life and prevent damage to the property. Gwin Realty, LLC shall not be liable for any items of personal property left by guest.

CHECK-OUT TIME IS 10:00AM CST: NO EXCEPTIONS! You will be charged \$50 for each hour that you are late checking out. Please remember that housekeeping is working under time constraints and needs your cooperation.

Bathrooms and kitchen must be left in presentable condition. Refrigerators must be emptied and all dishes must be put away or left in the dishwasher.

All trash must be emptied and the contents should be disposed of properly.

Please place all dirty towels and dirty bed linens in the tub/shower.

PLEASE NOTE THAT ANY CLEANING ABOVE THE CUSTOMARY WORK REQUIRED WILL BE CHARGED TO YOUR CREDIT CARD ON FILE.

Adjust Thermostat to departure temperature identified on wall near thermostat.

Please secure all doors and windows and return keys to office.

We look forward to your arrival at our beautiful resort! Enjoy your stay!

Best regards,

Gwin Realty, LLC Vacation Rentals

Fairfield Glade Resort Area Information

www.FairfieldGlade.cc

Gwin Realty, LLC Vacation Rentals

(931) 484-0077 Office

(800) 647-0077 Toll Free

(931) 456-8125 Fax

charlotte@gwinrealty.com

maggie@gwinrealty.com

www.GwinRealty.com

www.TennesseeMountainGolf.com

IMPORTANT NUMBERS:

IN THE EVENT OF AN EMERGENCY, DIAL 911

Cumberland County Sheriff: (931) 484-6176

Public Safety Department: (931) 484-3785

Fire Department: (931) 484-3801

Administrative Office: (931) 484-3780

Grinder Pump Service: (931) 484-3772

Volunteer Electric Company: (931) 484-3527

Crab Orchard Utility District: (931) 484-6987

Community Club Center: (931) 484-3722

SAFETY & SECURITY:

Fairfield Glade is a wonderful vacation spot, but we at Gwin Realty, LLC still ask that you remember to be cautious. Please lock all unattended vehicles and bicycles. Fairfield Glade has its own paramedic team and ambulance on call 24 hours a day located at the Fire Department and Security Center for round-the-clock protection. Fairfield Glade Security – (931) 484-3785

Grills – permitted in designated areas only. There are designated grills located in close proximity to each condominium. Grilling on porches or balconies is a serious fire hazard and is NOT permitted.

Water Safety – there are no lifeguards on duty; guests swim at their own risk.

TRAVEL:

Fairfield Glade is located just 6 miles off I-40 and a short drive to three major metropolitan cities – less than an hour’s drive to Knoxville, an hour and a half to Nashville and Chattanooga.

PLACES OF WORSHIP:

Christ Lutheran Church: (931) 484-7273
Church of Christ in the Glade: (931) 484-4188
Fairfield Glade Church of Christ: (931) 456-2298
Fairfield Glade Community Church: (931) 484-7412
Fairfield Glade First Baptist Church: (931) 484-6927
Fairfield Glade First United Methodist Church: (931) 484-3473
Faith Bible Fellowship of Fairfield Glade: (931) 707-0347
Fellowship Baptist Church: (931) 456-2525
St. Francis of Assisi Catholic Church: (931) 484-3628
Westminster Presbyterian Church: (931) 456-9181

HOSPITALS & HEALTHCARE:

Cumberland Medical Center: (931) 484-9511
Cumberland Eye Care: (931) 484-3344
Fairfield Glade Hearing Center: (931) 484-6073
CMC Walk- In Clinic (130 Stonehenge Drive, Fairfield Glade)

CHAMPIONSHIP GOLF COURSES:

For rates and availability call Tennessee Mountain Golf at (800) 647-0077 or visit www.TennesseeMountainGolf.com
Dorchester Golf Club: (931) 484-3709
Druid Hills Golf Course: (931) 484-3711
Heatherhurst Golf Club (Brae & Crag): (931) 484-3799
Stonehenge Golf Club: (931) 484-3731

RESTAURANTS & FOOD SERVICE:

FFG Community & Conference Center (Catering & Banquets): (931) 707-2068
Big Boy’s BBQ: (931) 484-1350
Cancun Mexican Restaurant: (931) 707-5106
Catfish Cabin: (931) 456-9979
Custard Cabin (Frozen Custard): (931) 459-2026
The Glade Café: (931) 456-1999
Godfather’s Pizza: (931) 456-2222
Hardee’s: (931) 456-1473
Krispy Krunchy Chicken: (931) 484-7460
La Costa Mexican Restaurant: (931) 707-5192
Legends & Fireside Lounge at Druid Hills: (931) 484-3706
Manny’s Restaurant: (931) 456-2394
McDonald’s: (931) 456-6850
Mega Bites: (931) 707-1907
Oh! Fudge (Ice-cream): (931) 484-3907
Red’s Ale House: (931) 456-7337

Stonehenge Grille: (931) 484-3741
Villa Pizza & Pasta: (931) 459-2199

There are also several fine restaurants located in the neighboring town of Crossville (9.9 mi). Within Cookeville (42.2 mi) you will also find many additional dining and entertainment options.

RECREATION:

Fairfield Glade Community Club: (931) 484-3780

Art Galleries

Art Guild of Fairfield Glade: (931) 707-7249

Stamping on the Plateau: (931) 456-6648

Bicycle Rentals

Fairfield Glade Community & Conference Center: (931) 707-2068

Fishing

Lake Canterbury, Lake Catherine, Lake Dartmoor, Lake Glastowbury, Lake Kirkstone, Lake Malvern, Lake Oxford, Lake Pomeroy, Lake Sherwood, Lake Spring, & Lake St. George

Fitness Center

Fairfield Glade Community & Conference Center: (931) 484-3722

Horseback Riding

Wildwood Stables: (931) 484-3733

Library

Fairfield Glade Community Club Library: (931) 484-3728

Marinas (Boating & Beach)

Lake Dartmoor: (931) 484-3783

Lake St. George: (931) 484-3720

Parks

Robin Hood Park: (931) 484-3722

Racquet Sports

Fairfield Glade Community & Conference Center: (931) 484-3758

Swimming Pools

Druid Hills Country Club Pool (Family & Outdoor): (931) 484-3787

Dorchester Country Club Pool (18 yrs & Older & Outdoor): (931) 456-2195

FFG Community Center Indoor Pool (Family): (931) 484-3722

Theatres

Cumberland County Playhouse: (931) 484-5000

Historic Palace Theatre: (931) 484-6133

Rocky Top 10 (10 Plex Movie): (931) 456-5722

Walking Trails

12 miles of Nature Trails – visit www.Time2Meet.com/gladetrails/ for more info

Wineries

Chestnut Hill Winery: (931) 707-7878

Stonehaus Winery Inc: (931) 484-9463

Family Entertainment

Chuckles Family Fun Center: (931) 456-9100

Miniature Golf: (931) 459-2184

Pirates Plateau: (931) 456-1544

Plateau Bowling Lanes: (931) 484-6419

Woodmere Skating Center: (931) 484-7252

ANIMAL CARE:

Donna's Home/Pet Care: (931) 287-9434

AIRPORTS:

Crossville Memorial Airport: (931) 456-4761

AIRPORT TRANSPORTATION:

Airport Car Service Fairfield Glade: (931) 459-4671

BANKS:

Cumberland County Bank: (931) 456-4407

Highland Federal Savings & Loan: (931) 484-3612

Regions Bank: (931) 484-6456

BEAUTY & MASSAGE:

Brownstones Day Spa: (931) 707-9595

Hair Connection: (931) 456-2882

Nature's Way Massage: (931) 456-5055

QT Spa Massage: (931) 484-7770

GAS STATIONS:

Food City Gas N Go: (931) 707-9432

Shell Country Store: (931) 484-7460

Weigle's Convenience Store: (931) 287-0457

GIFT SHOPS:

Brownstones Gift Shop: (931) 707-2667

Collage: (931) 456-4400

POST OFFICE:

Fairfield Glade: (931) 484-5120

SUPERMARKET:

Food City: (931) 707-9432

TAXIS:

Cumberland County Cab Service: (931) 459-2173

J&S Cab Company: (931) 707-2681



Gwin Realty, LLC Vacation Rentals

5731 Peavine Rd, Crossville, TN 38571

(931) 484-0077 Office

(800) 647-0077 Toll Free

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www.GwinRealty.com

www.TennesseeMountainGolf.com

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