

Dale Hollow Cabin Rentals

Privacy Policy

Dale hollow Cabin Rentals has created this privacy policy statement in order to demonstrate our firm commitment to our visitors' privacy. The following discloses our information gathering and dissemination practices for these Web sites: www.dalehollowcabinrental.com & www.dalehollowcabinrentals.com.

This site may contain links to other sites. Dale Hollow Cabin Rentals is not responsible for the privacy practices or the content of such Web sites. Our site uses an order form for customers to request information, products, and services. Within these forms, we collect visitor's contact information (like their e-mail address). Contact information from the order form is used to send promotional material. Customer contact information is also used to get in touch with the visitor when necessary. Users may opt-out of receiving future mailings by e-mailing a request to relax1017@twlakes.net.

Credit Card Policy

Protecting the safety of your credit card information is important to us. All credit card processing is conducted through Secure Socket Layer (SSL) technology and at no point do we store credit card numbers online or collect/transmit such information via e-mail.

Cancellation Policy

To cancel a reservation, you must call 30 days prior to your arrival date. Deposits made before a cancellation are non-refundable if the cancellation is made less than 30 days prior to your arrival date. If you want to change your reservation dates, you can reschedule only one time, up to one year out. Your deposit will be applied to your new reservation dates, but new rates may be effect.

No Show Policy

If you are a "no show" and do not call, we will not refund any of your deposit. You must understand the unit was held off the market just for you.

Gift Certificate Delivery Policy

We mail gift certificates purchased on our website by standard mail. You can expect to receive your certificate within 3-5 business days. Once we have received your request and payment for your certificate, you will be notified via e-mail that it has been processed. All gift certificate purchases are purchased through a secure website. Gift certificates expire one year from date of purchase.

Contact

If you have any questions about our policies, the practices of this site, or your dealings with this web site, you can contact:

Dale Hollow Cabin Rentals
P. O. Box 634
Byrdstown, TN 38549