

Owners Web Access

Version 2.0

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Owners Web Access

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Owners Web Access

The following pages guide you through the Owners Web Access. The remainder of this manual will refer to the Owners Web Access as OWA.

OWA allows owners to

- Change their email address and password online
- Check their unit's availability online
- Create a reservation online
- Change the dates on an existing reservation online
- Cancel a reservation online

OWA requirements

To access the OWA, you must have a computer with internet connection, and an email address on file with your management company.

OWA manual

This manual will illustrate a fictitious owner. We will follow this owner through the OWA. This owner does not exist and is used for illustrative purposes only.

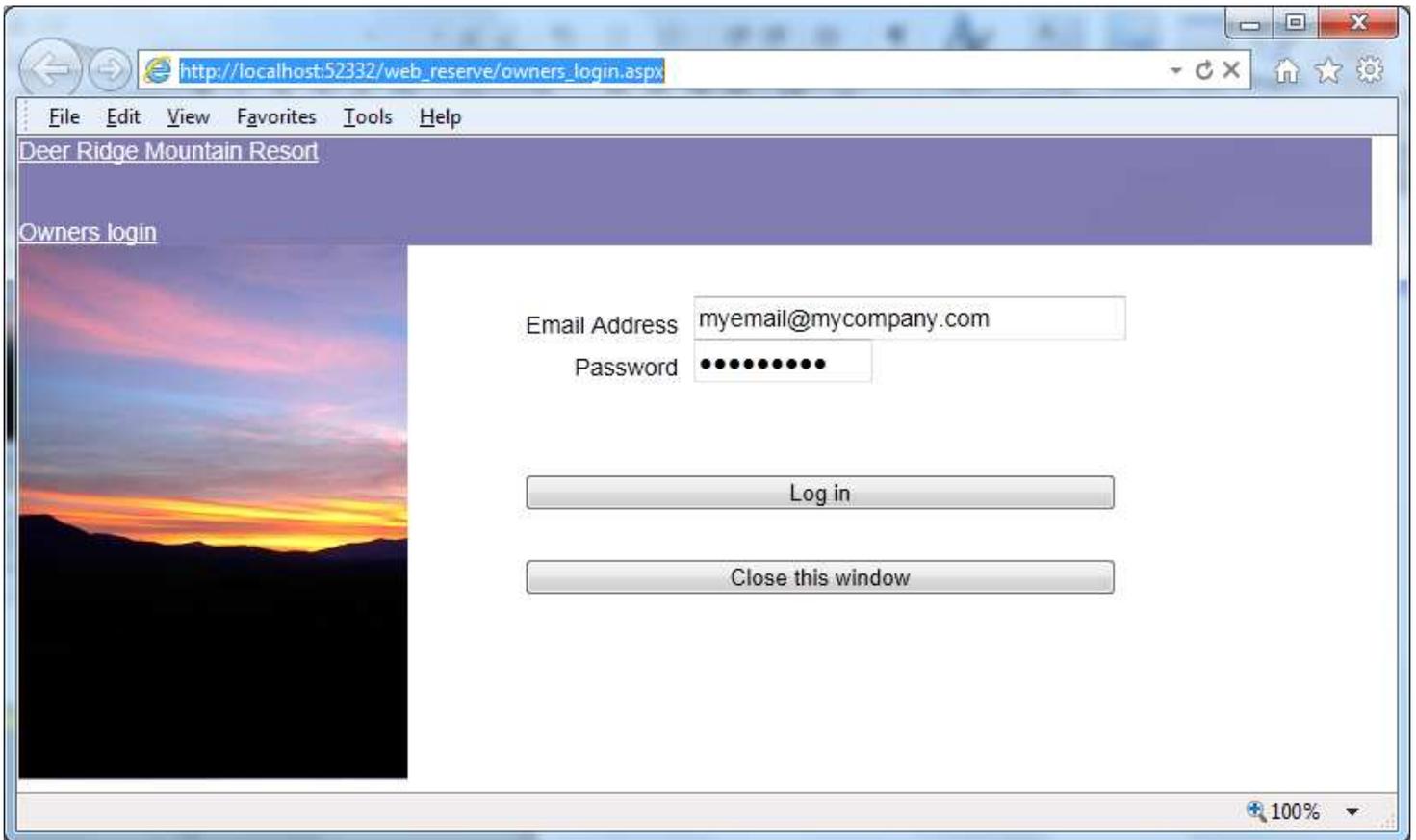
Owner number:	203186
Owner name:	Rick Craddock
Owner unit:	A101
Owner email:	myemail@mycompany.com
Owner password:	luvmtns
Owner pin:	9999

OWA link

To begin using the OWA, you can either click below, or open your internet browser, and enter the following address into your address field:

https://www.deerridge.biz:433/owners_login.htm

You may want to add this link to your web browser's favorites list for future access.

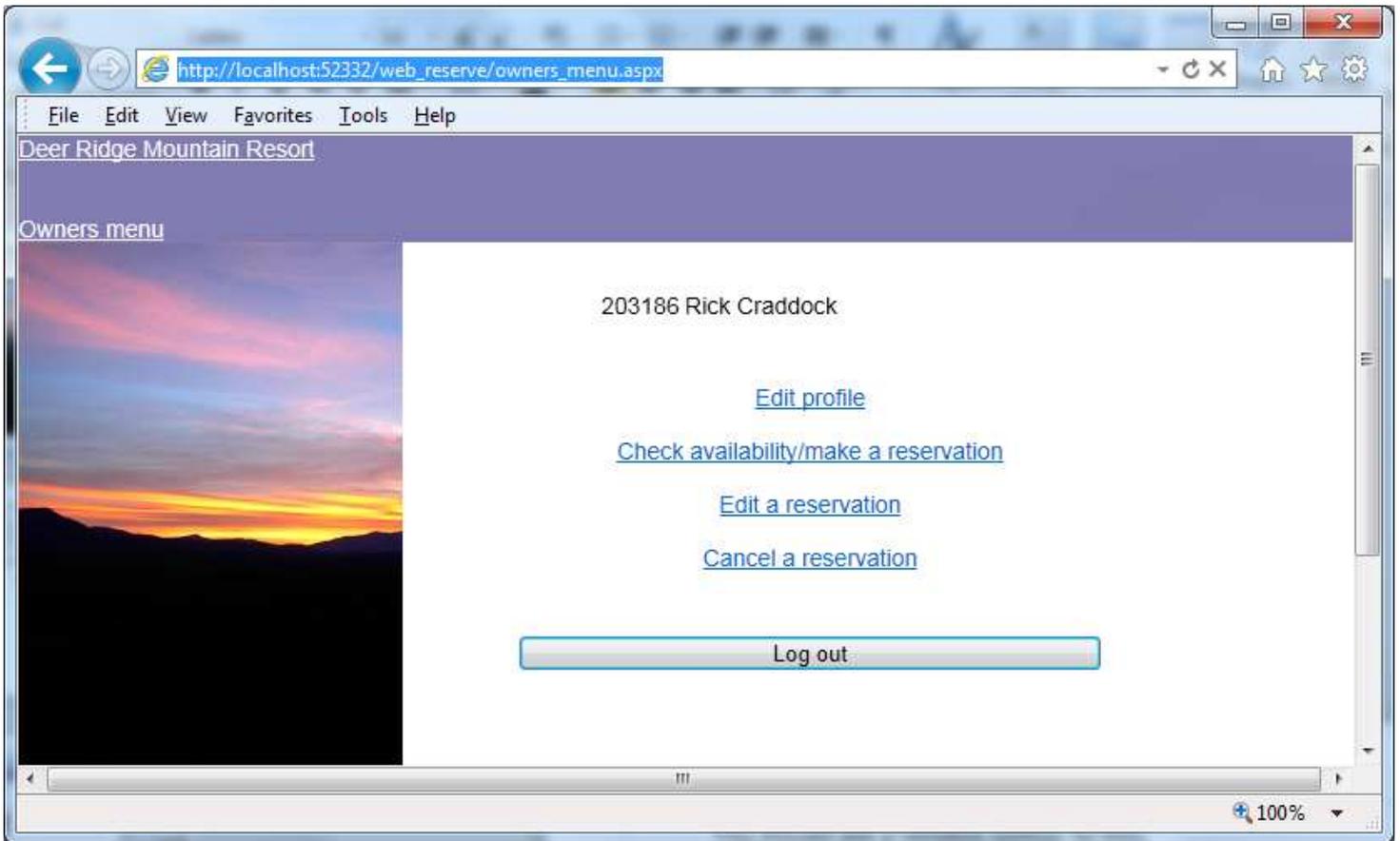


Logging in

Enter your email address in the box beside the words Email Address. This is the email that you have registered with your management company. Email address are now case sensitive, so me@there.com is not the same as ME@There.com. Make sure you enter your email exactly as you have it on file. You will be able to change your email address once you have logged in.

Enter your password in the box beside the word Password. The first time you access the OWA, your password is owners. Enter owners on your first visit, after that, use the new password you will be setting in just a moment.

Next, click on the Log in button.



Owners menu

The owner's menu provides links to all owner tools.

Edit profile

If you want to change your email address on file, your password, or your pin, click on the Edit profile link.

Check availability/make a reservation

If you want to check your unit's availability calendar or make a new reservation for your unit, click on the Check availability/make a reservation link.

Edit a reservation

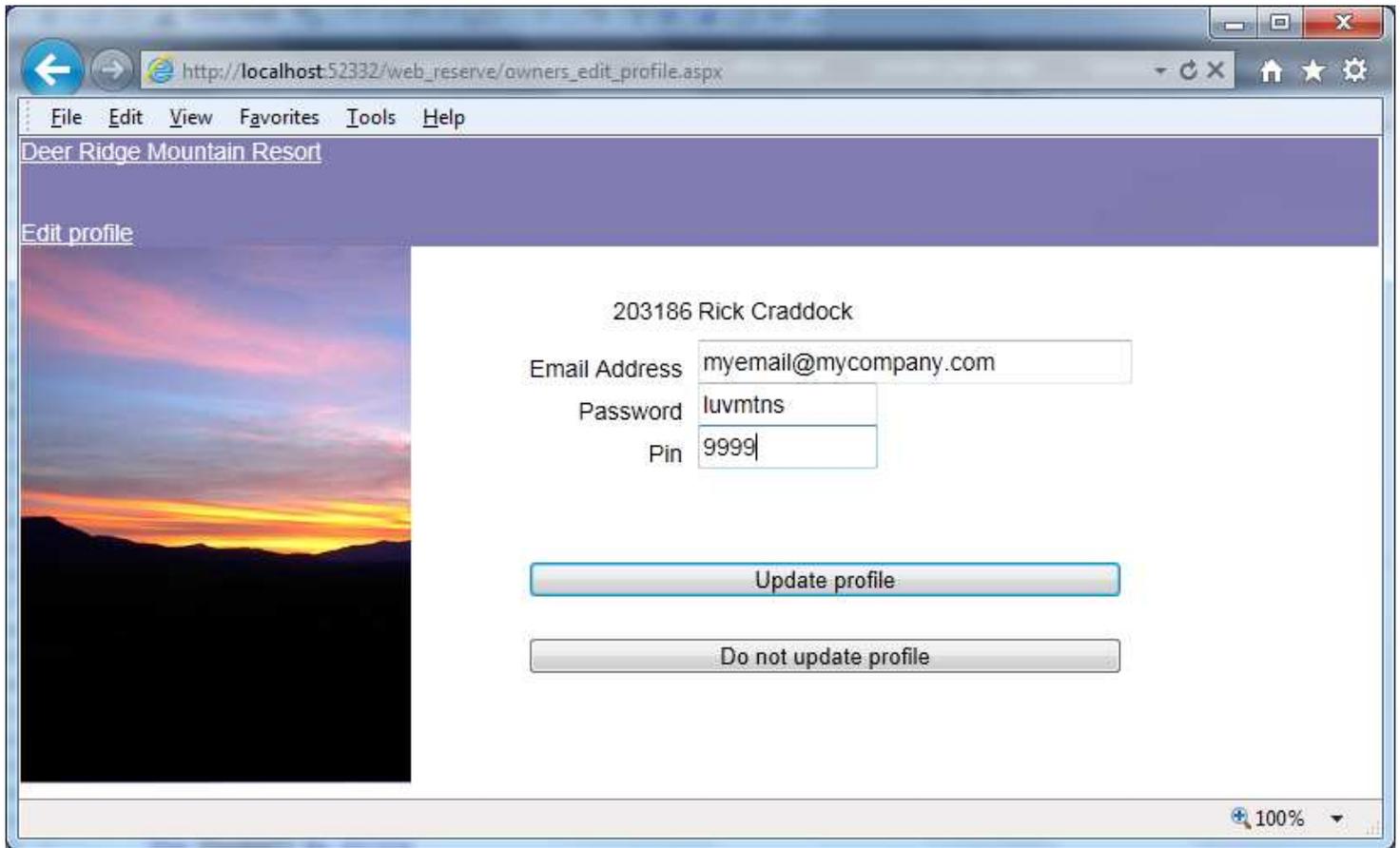
If you want to change the dates on one of your existing reservations, click on the Edit a reservation link.

Cancel a reservation

If you want to cancel an existing reservation, click on the Cancel a reservation link.

Log out

Returns you to the Log in window.



Edit profile

The Edit profile window allows you to change your existing email address, password, and pin.

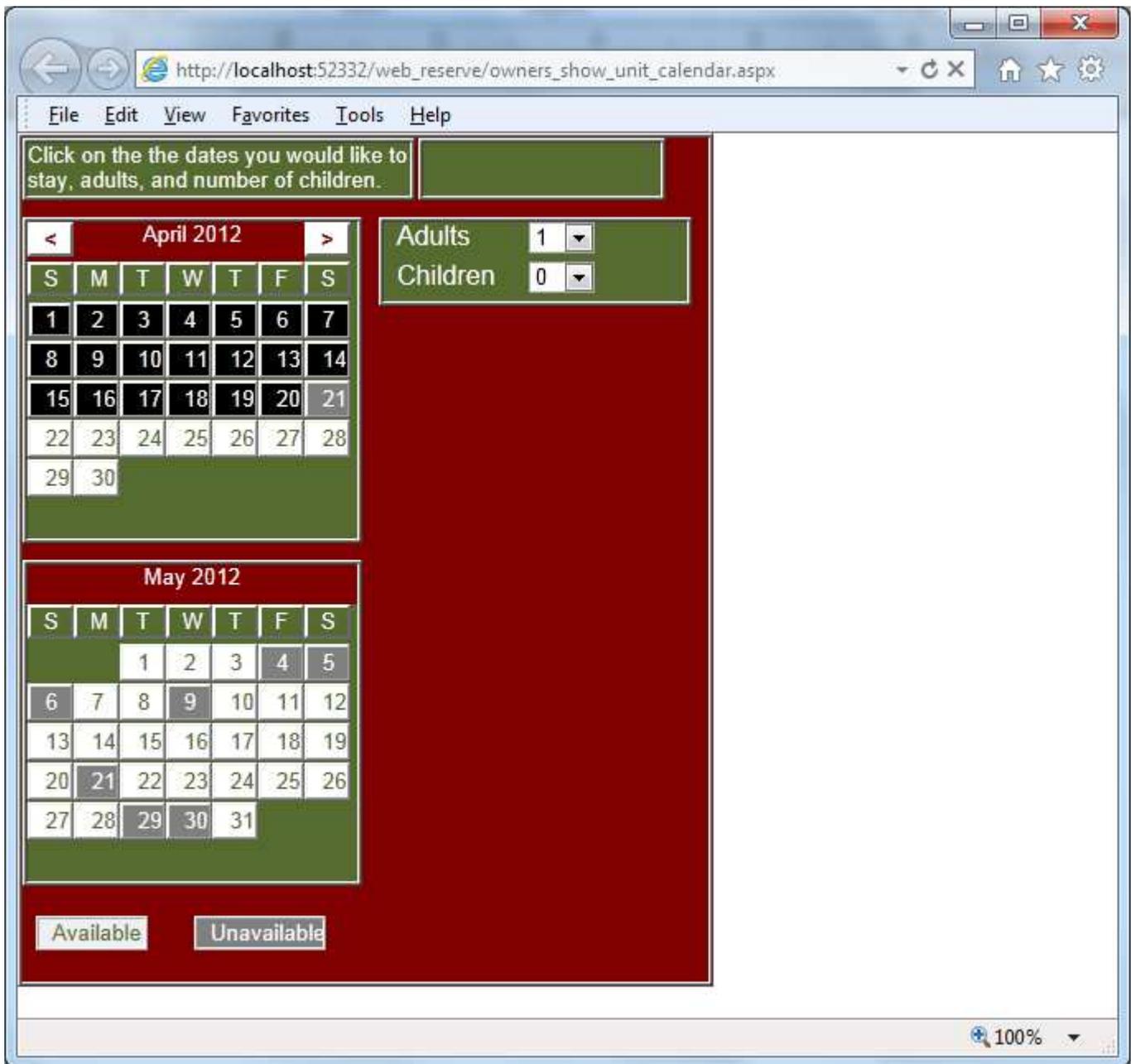
If you want to change your email address on file, enter your new email address in the box beside the words Email Address.

If you want to change your password, enter your new password in the box beside the word Password.

If you want to change your pin, enter your new pin in the box beside the word Pin.

Clicking on Update profile will save your changes and return you to the Owners menu.

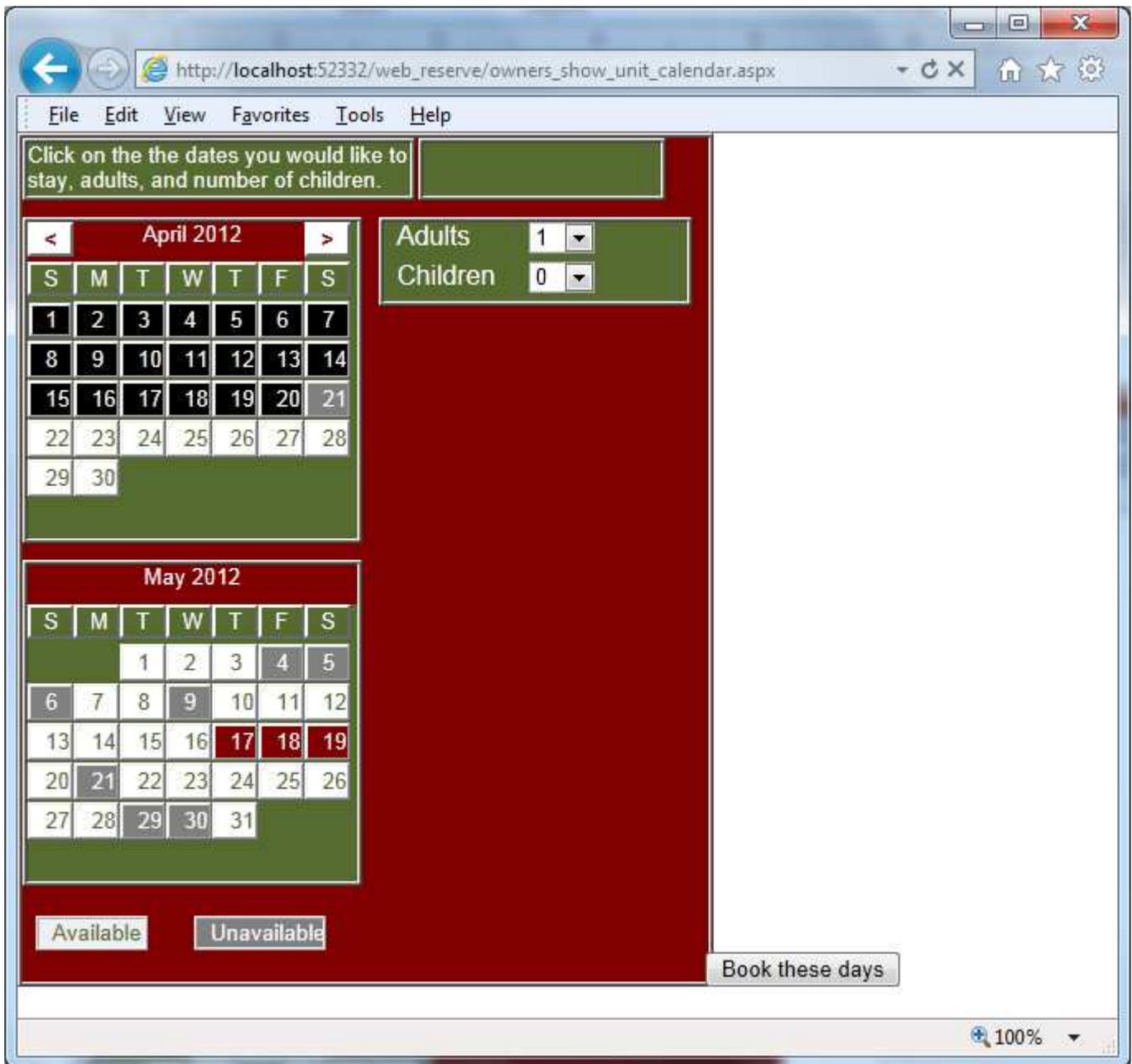
Clicking on Do not update profile discards any changes made and returns you to the Owners menu.



[Check availability/make a reservation](#)

You can either just look at your unit's availability, or create a new reservation from this window. Available days have a white background with unavailable days displayed with a grey background.

Click on the days you would like to stay. Once a day has been selected, you will see a window similar to the following:

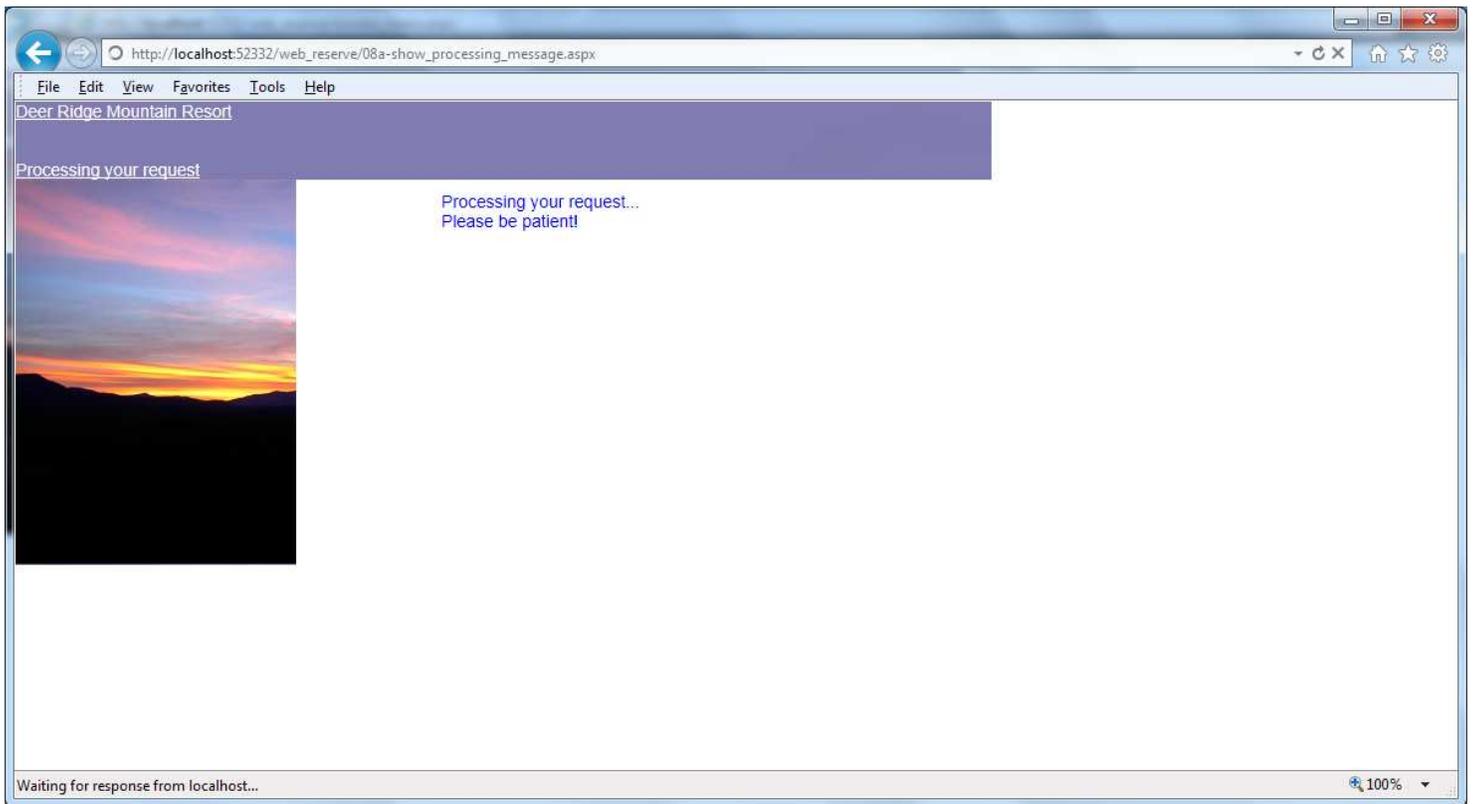


Make a reservation

Click on the days you would like to stay. Days you have selected will display in burgundy.

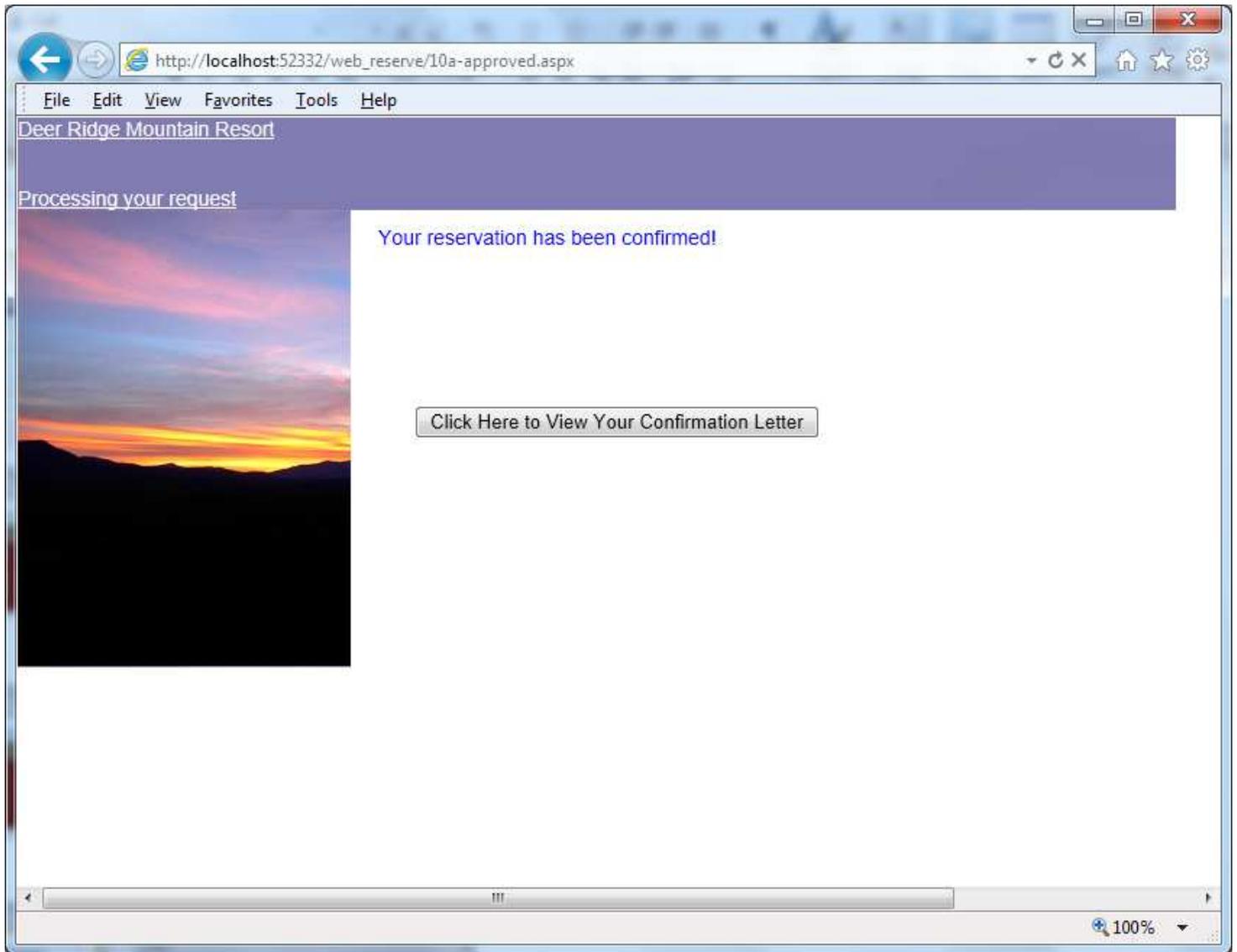
This example will book a reservation arriving on May 17, 2012, and departing on May 20, 2012.

Once you have your days selected, click on Book these days to create your reservation.



Processing your request

This window will display while your reservation is being created. When the computer is finished creating your reservation, the computer will send you a confirmation email and then the following window will be displayed:



Reservation confirmed

This window will display when your reservation has been created.

Click on Click Here to View Your Confirmation Letter to view or print your confirmation letter.

Reservation confirmation - Windows Internet Explorer
 http://localhost:52332/web_reserve/11-print_letter.aspx

Deer Ridge Mountain Resort
Policies and Procedures

Print this letter Close this window

Check-In and Check-Out:
 Check-in time is after 3pm. Any remaining balance for your reservation is due and payable at check-in. If you need to check-in after 7:00pm, please notify our rental office and we will prepare a late-arrival package for you. This package will include directions and a key to your condo or cabin and will be available at our office door. Late check-ins must come to the office between 9 am and 11am the following morning to pay their remaining balance. Personal checks will not be accepted at check-in. Check-out is by 10am for cabins and 11am for condos. Any accident or damage to personal property while at a condo or cabin must be reported within 24 hours of occurrence. MUST BE 21 YEARS OF AGE OR OLDER to rent.

Cancellations and Changes:
 Only the guest named on the rental agreement may cancel or make changes to a reservation. We will issue a full refund of your deposit, minus your non-refundable \$25 reservation fee, for reservations cancelled 30 days prior to your arrival date. Cancellation made within 30 days of arrival date will forfeit entire deposit.

Damages and Excessive Cleaning:
CABINS - Upon arrival a security deposit will be placed on the credit card of the guest named on the rental agreement. In the event of damage, theft, or the need for excessive cleaning, this security deposit will be used. Charges could exceed the security deposit. Please note that hot tub covers (cabins) are fragile and have a replacement cost of \$350.00. The deposit is as follows: 1 to 2 BR \$150.00, 3 to 5 BR \$300, 6 to 8 BR \$500.00. **CONDOS** - A credit card is required on file for all condo units.

Pets and Smoking:
 Our condos & cabins do not allow smoking or pets. Our 7-bedroom Lodge is pet friendly. A \$25 per day non-refundable pet fee will be applied per pet. Any guest found smoking or with unauthorized pets is subject to a \$300.00 cleaning fee.

Hot Tubs (Cabins only):
 Hot tubs are drained, cleaned, refilled, and chemically sanitized prior to each guest arrival. Please leave the bromine floater in the hot tub at all times. Because the hot tubs are completely drained and refilled prior to each guest stay, the water may not be warm until the evening of your arrival. There are health risks associated with the use of hot tubs--use with discretion and at your sole responsibility. Do Not Stand On Hot Tub Covers, they will break. Please, when not using the hot tub, leave the cover on so the hot tub will stay warm and debris will stay out. Please shower before and after using the hot tub as some body lotions/etc. mixed with the hot tub chemicals can cause a rash on your skin. Deer Ridge Mountain Resort assumes no responsibility for any occurrence associated with hot tub usage.

Please Initial: _____

Fireplaces:
 Wood burning and gas fireplaces are seasonal and will be closed/turned off from April 1st to September 30th.

Maintenance:
 Deer Ridge Mountain Resort performs regular maintenance on all condos & cabins and makes every effort to keep all amenities in good working order. As in any home, appliances, hot tubs, A/C and heating units, cable, fireplaces, etc. may malfunction on occasion and while we cannot offer refunds or discounts for such malfunctions, we will make every effort to correct any deficiencies as soon as possible during regular business hours. Report all maintenance issues immediately.

Housekeeping:
 Housekeepers clean each condo & cabin thoroughly prior to guest arrival. We do not currently offer daily maid service. A starter set of linens, towels, soap supplies, toilet paper, and paper towels is provided for each guest. Upon arrival, please report any damage or housekeeping issues.

Important Notice:
 Guest payments may not be held in escrow. Escrow funds may be distributed from the escrow/trustee account prior to the completion of your stay, and/or may also be subject to certain repurchase agreements. This notice is in accordance with Tennessee State Law 62-13-104 (b) (3) (D). Funds may be held in an interest bearing account.

Refund Policy:
 We will do everything we can to make sure your condo or cabin is ready for you. Any damages or problems not reported by the tenant upon arrival will be charged to the tenant. As in any home malfunctions occasionally happen and no refunds will be issued for early departures due to malfunctions in equipment (i.e. hot tubs, saunas, Jacuzzi tubs, televisions, stereos, VCRs, etc.). We cannot be responsible for any failure of any public utility or acts of God. No refunds will be given to early departures for inclement weather.

Age Requirement:
 We cater to families, groups, and couples. We cannot accept reservations for vacationing students. Singles under the age of 21 unaccompanied by a parent will not be able to register and will lose their deposit. Any reservation made under false pretense will result in a loss of deposit.

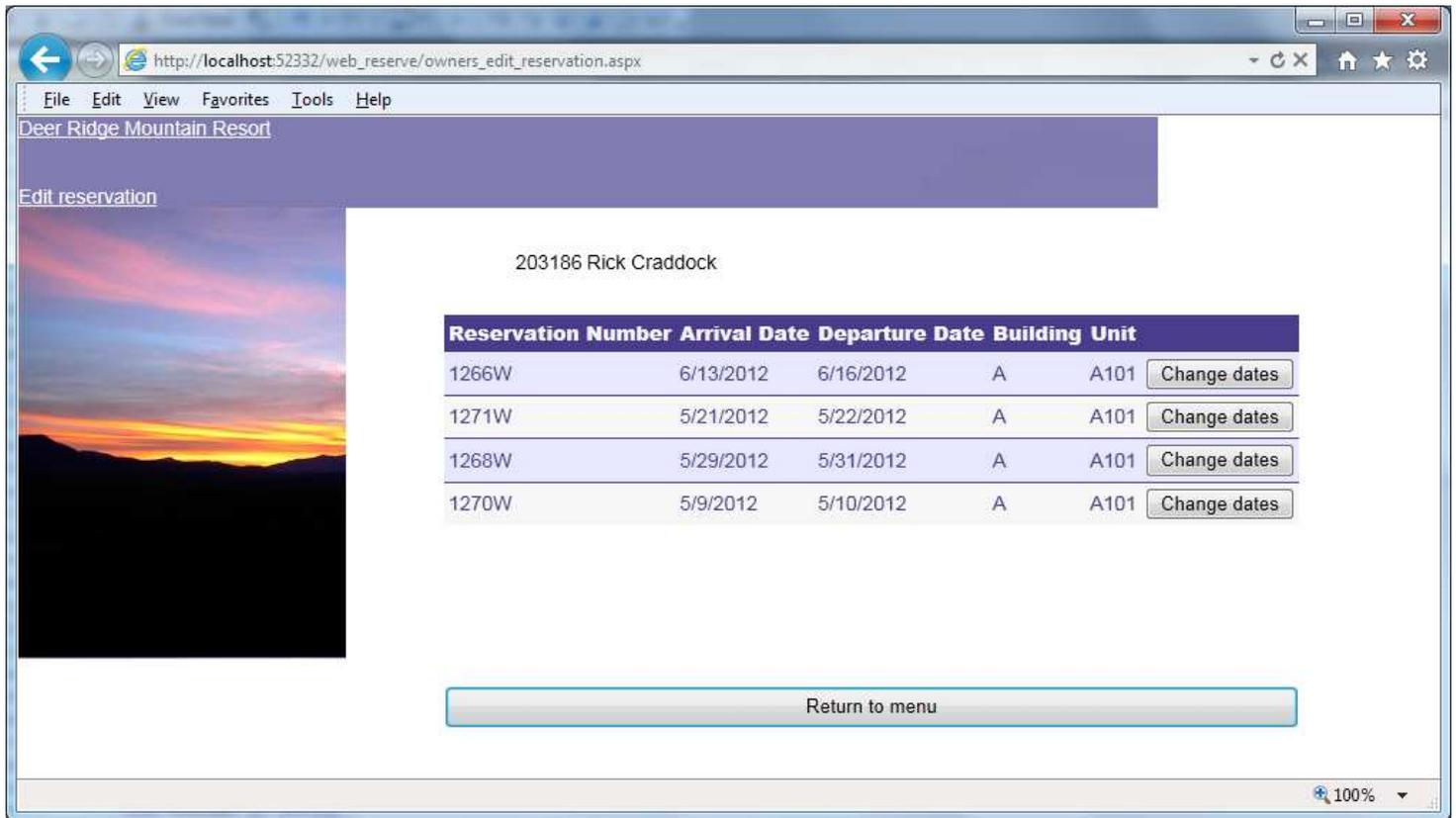
Lost or Stolen Items:
 Deer Ridge Mountain Resort is not responsible for lost or stolen items. Guest items which are found will be returned to the housekeeping office. Items can be returned at the guest expense C.O.D.

Weather:
 During winter months, 4-wheel drive or chain-equipped vehicles should be considered. We will assist you in any way we can, but we do not offer discounts/refunds if you are unable to arrive because of weather conditions. Goto www.deerridge.com <<http://www.deerridge.com/>> and click on weather for more information on Gatlinburg's weather.

Pests and Environment:
 To ensure the best guest experience, we perform regular pest control maintenance on all of our condos and cabins. Because our condos and cabins are located in wooded and mountain areas we cannot guarantee that they will be pest free. We do not offer refunds or discounts for pests including ladybugs. Unfortunately ladybugs are a part of our environment and we are unable to prevent them from occasionally visiting our condos and cabins. Please contact Guest Services if the need arises and we will do our best to help you.

Confirmation letter

Your confirmation letter will be displayed with the option to either print the letter or close the window. A copy of your confirmation was also sent to you via email.

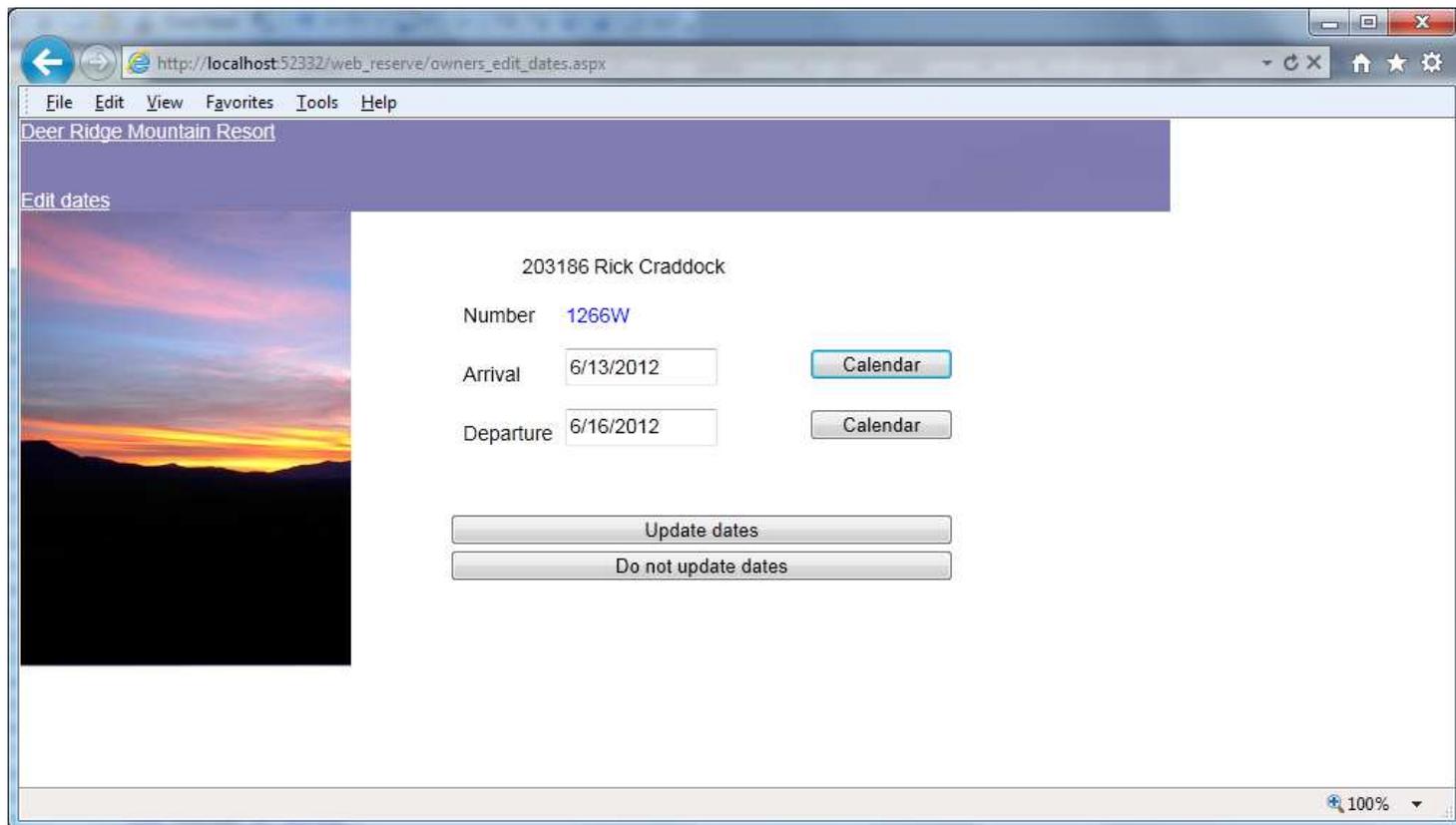


Edit reservation

Any existing reservations will be displayed in the Edit reservation window.

The reservation number, arrival date, departure date, building, and unit are displayed. To the right of each reservation's information is a Change dates button. Clicking on the Change dates button allows you to change the arrival and departure dates on existing reservations.

Clicking on Return to menu returns you to the Owners menu.



Edit dates

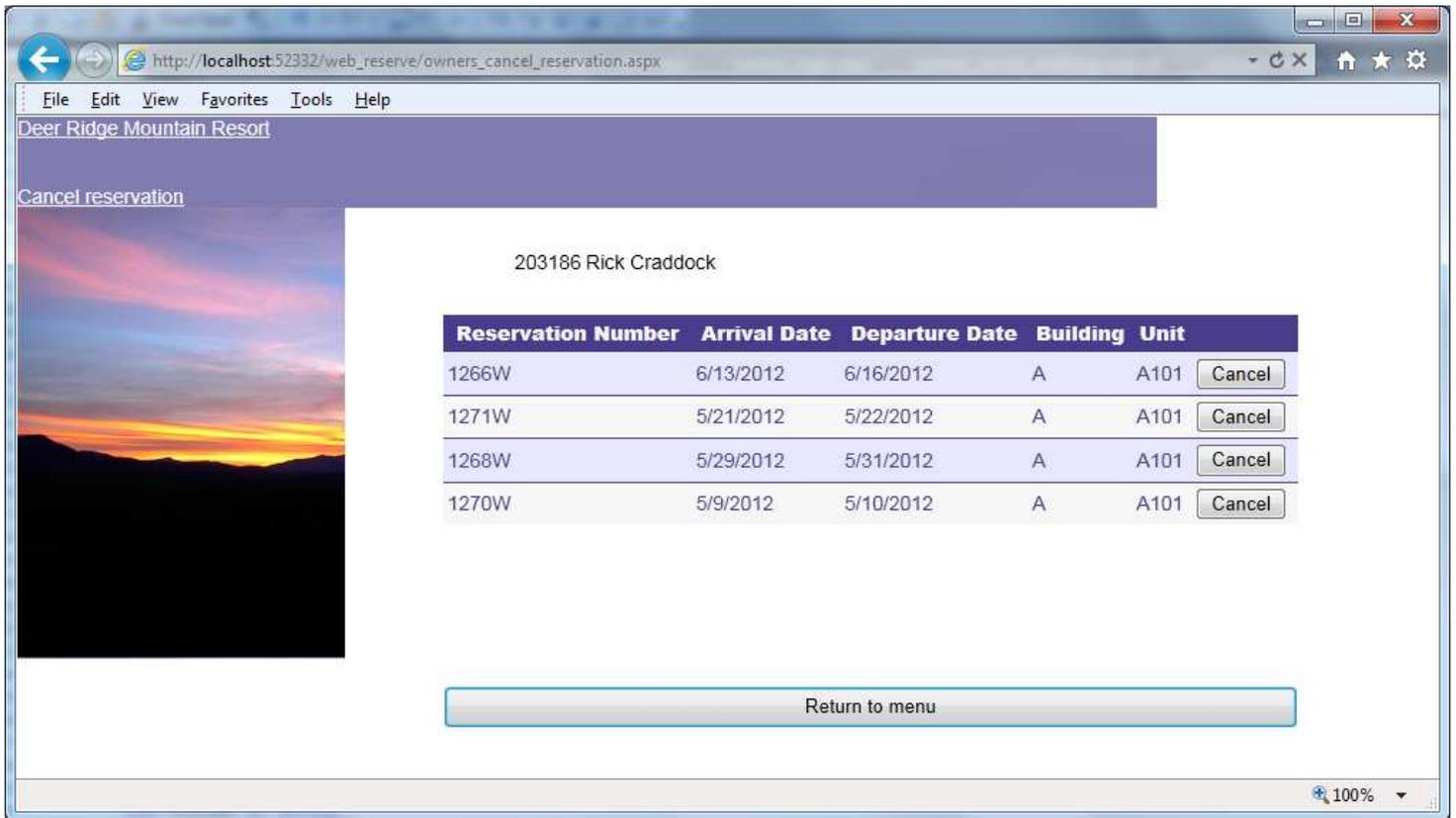
The Edit dates window allows you to change the arrival and departure dates for an existing reservation.

If you want to change your arrival date, enter your new arrival date in the box beside the word Arrival. Clicking on the Calendar button beside this box displays a calendar you can use to select your date, or you may enter the arrival date manually if you so choose.

If you want to change your departure date, enter your new departure date in the box beside the word Departure. Clicking on the Calendar button beside this box displays a calendar you can use to select your date, or you may enter the departure date manually if you so choose.

Click on Update dates will save your new dates and return you to the Edit reservations window. If you have not entered valid dates, you will be alerted and given the chance to correct the date. If you have chosen dates already booked, you will be alerted and given a chance to choose new dates.

Clicking on Do not update dates will discard your changes and return you to the Edit reservations window.

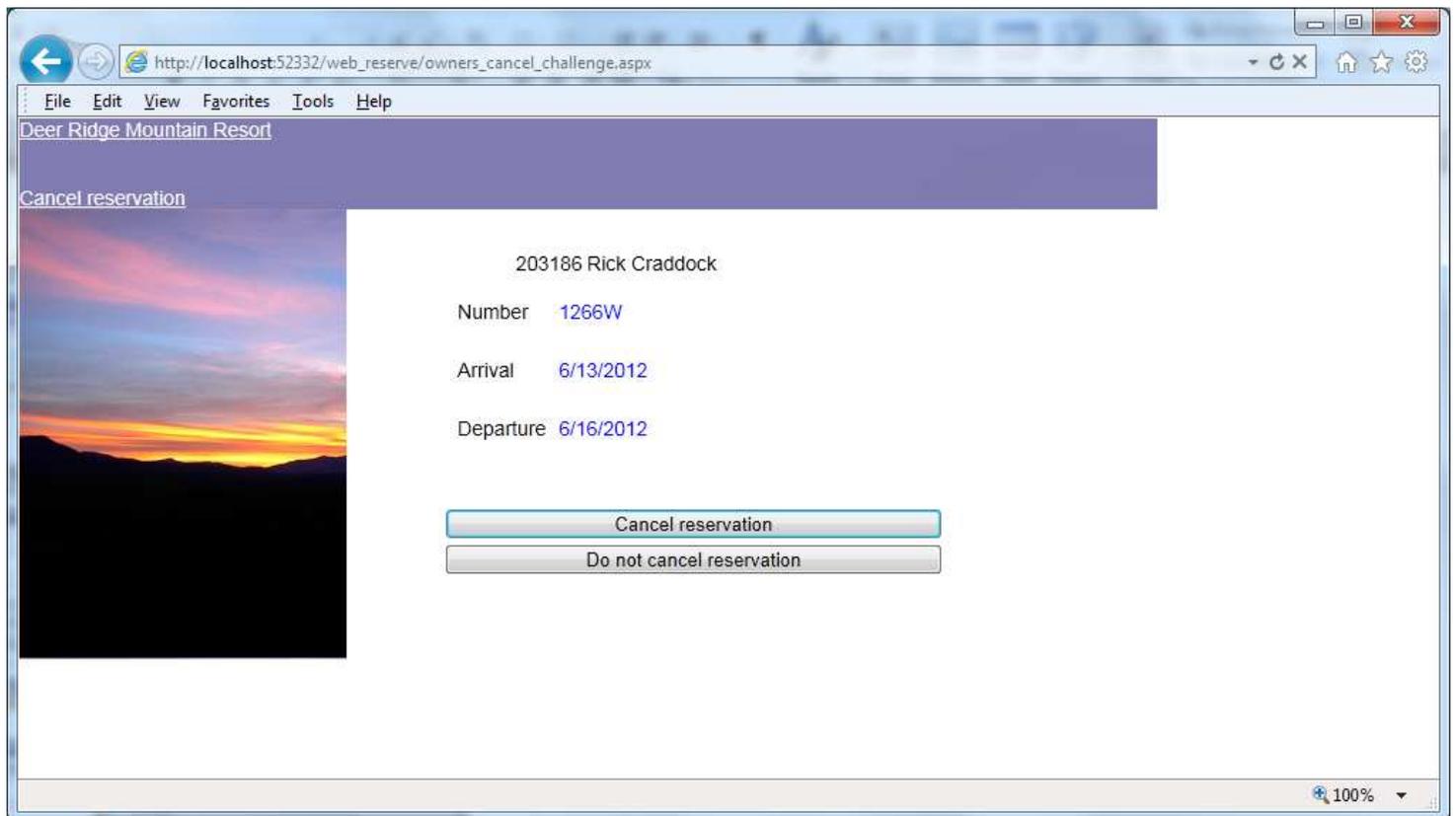


Cancel reservation

Any existing reservations will be displayed in the Cancel reservation window.

The reservation number, arrival date, departure date, building, and unit are displayed. To the right of each reservation's information is a Cancel button. Your reservation will not be cancelled from this window. You will be redirected to a window that allows the actual cancellation to take place. Clicking on the Cancel button will open a window that will allow you to cancel the selected reservation.

Clicking on Return to menu returns you to the Owners menu.



Cancel reservation

This window allows you to cancel an existing reservation. The reservation number, arrival date, and departure date are displayed.

Clicking on Cancel reservation will cancel the reservation displayed and return you to the Cancel a reservation window.

Clicking on Do not cancel reservation will discard your cancellation request and return you to the Cancel a reservation window.