

CABIN MAINTENANCE

Service Calls & Owner Care Plans | Effective October 8, 2026

SERVICE CALLS & PRIORITY RESPONSE

SERVICE	VISIT PRICE	INCLUDED TIME	ADDITIONAL LABOR
Regular service call	\$95.00	First 35 minutes	\$75.00/hour after the first 35 minutes
Emergency call During regular hours	\$165.00	First 35 minutes	\$160.00/hour after the first 35 minutes
After-hours call Before 8 AM or after 8 PM	\$195.00	First 35 minutes	\$160.00/hour after the first 35 minutes

ONGOING DAILY MAINTENANCE - \$75.00 PER HOUR

For owners using us on an ongoing daily basis, scheduled routine work is billed at **\$75 per hour with no \$95 service-call fee**. Emergency and after-hours visits use the applicable priority rate shown above.

SCHEDULED CABIN MAINTENANCE

SERVICE	PRICE / FREQUENCY	WHAT IS INCLUDED
After-checkout check	\$95.00 per visit	Up to 35 minutes of routine checks and a brief photo update.
Monthly preventive visit	\$250.00 per month One scheduled visit	Up to 2 hours for checklist review, minor adjustments and a photo report.
Every-two-week preventive visit	\$225.00 per visit Every 14 days	Up to 2 hours for checklist review, minor adjustments and a photo report. Billed per visit.

No extra \$95 fee is added to these visit prices. Approved work beyond the included time is \$75/hour. Materials and larger repairs are separate. Every-two-week service can result in two or three visits in a calendar month.

Billing examples: A regular 60-minute call is \$126.25 before materials. Two hours of scheduled daily maintenance is \$150.00 before materials.

SERVICE DETAILS

What We Check, What Is Included & How Billing Works

ROUTINE MAINTENANCE CHECKLIST

Interior & guest-use items

Check accessible faucets, toilets and drains for visible leaks or operating concerns; lights, doors, locks and latches; and furniture for loose screws or fittings.

Safety & exterior observations

Check accessible smoke and carbon monoxide detectors; note visible trip hazards, loose handrails, damaged deck boards and exterior-light or access concerns.

Filters, appliances & hot tub

Check accessible HVAC filters, thermostat settings and basic appliance operation. Note visible hot tub water-level, cover or operating concerns.

Minor adjustments & owner update

Tighten accessible hardware, adjust simple latches and replace owner-supplied, accessible bulbs or filters. Provide photos, work notes and repairs needing approval.

Checks are prioritized within the visit allowance. Larger cabins may need approved extra time. Visits cover accessible items and visible conditions; concealed conditions and specialist system testing are outside the scope.

BILLING & SERVICE TERMS

Regular calls: The \$95 minimum covers the first 35 minutes on site, including assessment and minor work within that time. Additional labor is \$75/hour, prorated to actual time worked.

Daily maintenance accounts: Routine checkout and maintenance checks completed during scheduled daily work are billed at \$75/hour, with no separate check or package fee for the same work. Establish the daily arrangement before booking.

Emergency & after-hours calls: Urgent priority visits use the emergency rate. An after-hours emergency uses the after-hours rate only; call-out fees are not combined. Service is subject to availability. The rate is confirmed at booking.

Materials, travel & additional crew: Parts, supplies, pickup/delivery and specialty equipment are separate and confirmed before purchase. Rates cover one technician and local mobilization. Additional crew or extended travel is quoted separately.

Approval & payment: Extra work requires owner approval. Payment is due upon completion of each visit unless a billing arrangement is agreed in advance. Separately approved fixed-price jobs use their agreed quote.

ADDITIONAL SERVICES AVAILABLE BY QUOTE

Seasonal checks, winter preparation, gutter cleaning, pressure washing, deck staining, hot tub draining and cleaning, turnover cleaning, restocking and larger repairs.

Local service area: Sevierville, Pigeon Forge, Gatlinburg, Kodak and Seymour.

SERVICE EXCLUSIONS

Scope limits and work requiring separate approval

WHAT ROUTINE VISITS DO NOT INCLUDE

1. Major repairs, replacements and installations

Larger repairs and replacement or installation of fixtures, appliances, doors, fans, flooring, drywall, deck boards, stairs or railing components are outside the routine visit allowance. These require separate approval and pricing.

2. Specialist work and formal inspections

New wiring or circuits, advanced plumbing or HVAC diagnostics and servicing, structural assessments, specialist system testing, and permit, code or certified inspections are not included. Work needing a specialist must be arranged separately.

3. Concealed or inaccessible conditions

Checks cover visible, safely accessible conditions at the time of the visit. Opening walls, ceilings or floors; dismantling equipment; roof, crawlspace or other restricted access; and work requiring lifts or specialty access equipment are not included.

4. Cleaning, guest turnover and restocking

Housekeeping, laundry, deep cleaning, turnover cleaning, restocking, trash removal and haulaway are separate services. A maintenance checkout check does not include a housekeeping inspection or guest turnover service.

5. Hot tub, outdoor and seasonal services

Hot tub draining, cleaning, chemical balancing and repairs; pool servicing; pest treatment; landscaping; gutter cleaning; pressure washing; deck staining; and winter preparation are outside the routine visit scope and require a separate quote.

6. Materials, procurement and other additional charges

Parts, supplies, material pickup/delivery, specialty equipment, additional technicians and extended travel are separate from the visit price and must be confirmed before purchase or scheduling. Owner-supplied, accessible bulb and filter changes remain included within the visit allowance.

TIME LIMITS & APPROVAL

Checks and minor adjustments are prioritized within the time included in the selected service. Approved extra routine labor is \$75/hour. Priority calls use the rates on page 1. Signing this guide does not preapprove extra repairs or unquoted charges.

OWNER AGREEMENT

Service selection, acceptance and authorization

OWNER & PROPERTY DETAILS

Owner / authorized representative

Company / role (optional)

Property / cabin name and service address

Email address

Phone number

REQUESTED SERVICE(S)

Select the requested service(s). Scheduling is confirmed separately.

☐ After-checkout check - \$95/visit

☐ Regular service call - \$95/visit

☐ Monthly preventive - \$250/month

☐ Every-14-day preventive - \$225/visit

☐ Scheduled daily work - \$75/hour

☐ Priority call - rate confirmed at booking

Requested start date

Scheduling notes (optional)

ACCEPTANCE OF ALL TERMS & EXCLUSIONS

I confirm that I am the property owner or am authorized to act on the owner's behalf. I have read and agree to all rates, service details, billing terms and exclusions on pages 1-3 of this four-page guide. I authorize Agustus Solutions LLC to perform the selected service(s) at the listed property, subject to scheduling confirmation.

☐ I agree to all terms and conditions, including the exclusions on page 3. I understand that extra work and additional charges require separate approval.

Owner / authorized representative signature

Date signed

Use your PDF app to complete and sign, or print and sign. Return all four pages together.