

Property Access

[Check-in](#)

Check-In Time

Check-in is from **16:00**

Our check-in and check-out times are set to ensure a smooth transition between guests, as there may be another booking before or after yours. We'll provide you with an access code prior to your arrival so you can check yourself in with ease.

Early check-in may be an option depending on availability. If you're planning to arrive before the standard check-in time, please reach out to us, and we'll see if we can make arrangements—though we can't guarantee it.

Should you get here ahead of schedule, be sure to check out our **MAP** below, where we've put together a list of nearby places to visit and things to do while you wait.

Keys

We use a Schlage lock at the front door. The code will be the last 4 digits of your phone number used in the reservation.

[Check-Out](#)

Check-Out Time

Please vacate the property **before 10:00** .

Please see below further checkout instructions.

[Property Rules](#)

Paying Guests Only

Only two vehicles allowed to be parked at chalet. Any additional will need to be cleared with owner. Park on left side of driveway.

Registered Guests Only

- Only the number of guests included in your booking are permitted on the property. Extra guests, tents, or campervans are not allowed. If additional guests are found to have stayed without prior approval, you will be charged for their stay along with a \$200 recovery fee.

No Parties

- This property has a strict **no parties** policy. Please be mindful and keep gatherings small and respectful.

Noise

Noise & Quiet Hours

- To ensure a peaceful environment for everyone, **no loud music after 11 PM**. If socializing outdoors, please keep voices low. If noise levels become disruptive, we kindly ask that you move inside to avoid disturbing the neighbors.

Additional Notes

Most major cell phone companies get good service.

For hiking search the web for "Hiking in the Smokys", recommend looking at our guidebook for personalized advice.

All persons Must be 25 or older to stay here without a guardian!

The chalet cabin sleeps 6 adults and 2 kids and/or 4 adults and 4 kids comfortably.

We do not offer late check out or early check in. If by chance we can accommodate, there will be a \$50 charge per.

The chalet cabin is in the woods you will see and hear critters.

As with all chalet cabins in the area the fireplace is shut down April 1 - October 1.

For the gas fireplace, all you need to do is turn white timer knob to start the fire. It will automatically turn off after 60 minutes. Occasionally, the pilot light will need to be lit when it is not on. We can provide instructions.

Tried and true weber charcoal grill outside.

The hot tub is for guests 25 and over only. Alcohol is not allowed near the hot tub. You are not allowed to use the hot tub if you have consumed alcohol or you are pregnant. Use the hot tub AT YOUR OWN RISK!

Pets are NOT allowed. If you sneak in a pet of any kind you will be charged an additional \$175 and be asked to leave. No exceptions - family member has severe animal allergies! Thank you.

Absolutely no fires! Unauthorized fires (including candles) will be charged \$50 plus damages

Trash & Recycle

When you are ready to leave, please remember to lock the front door. Quick housekeeping: run the dishwasher if you can, take out the trash (black container near the mailbox, the bear-proof latch to open), and put TV remotes on side tables.

WiFi Details

[Accessing the WiFi](#)

WiFi Login Details

Please use the following details to connect to our complimentary WiFi

WiFi Name: brownbearlodging

WiFi Password: brown bear

[Wifi Troubleshooting](#)

Troubleshooting

Please check you are connected to the correct WiFi network **brownbearlodging** . Try different locations in the property, and if it's still not working, please try turn on Airplane mode and turn off your wifi, then turn it on and try again.

If it still doesn't work, please read out and we will attempt to troubleshoot further.

How to use.....

[Ecobee Thermostat](#)

Ecobee Thermostat

?? How to Use the Ecobee Thermostat

We use Ecobee smart thermostats to keep the home comfortable year-round.

To adjust temperature:

1. Tap the thermostat screen to wake it up
2. Use the **plus (+)** or **minus (-)** icons to raise or lower the temperature
3. It will hold your settings permanently. When you leave, please click the "X" on the screen to allow the thermostat to resume the schedule.

Tips:

- Heating and cooling may take a few minutes to kick in
- Please **keep settings between 68–74°F** for optimal performance
- Fan settings can be adjusted under “Menu > Fan”

Please don't reset or reprogram the schedule.

If something seems off, message us — we can adjust it remotely.

[Entertainment](#)

TV

? TV & Entertainment

All TVs in the house are Roku Smart TVs.

You can stream Netflix, Hulu, Disney+, YouTube, and more.

To use:

1. Power on using the **Roku remote**
2. Press the **Home button** to browse or open apps
3. Use your own login for any streaming service
4. **Please log out before checking out**

? If a TV isn't working:

- Make sure it's plugged in and powered on
- Check the internet connection via Roku settings
- Try restarting the Roku under *Settings > System > System restart*

Troubleshooting

? If a TV isn't working:

- Make sure it's plugged in and powered on
- Check the internet connection via Roku settings
- Try restarting the Roku under *Settings > System > System restart*

For any issues, feel free to reach out! Enjoy your stay! ?

[Kitchen Appliances](#)

Stove

If the stove isn't working, try holding down the LOCK button for 3–5 seconds to disable the safety lock.

If it still doesn't turn on, ensure you've placed a pot or pan on the element—our stove uses induction technology, which requires a compatible metal cookware item to activate.

If neither of these steps resolves the issue, turn the oven off at the main switch located behind it, wait for 10 seconds, and then turn it back on.

Weather

[Weather Reeport](#)

Weather Forecast

Weather

Scan QR code to visit



Contacts

[Phone Numbers](#)

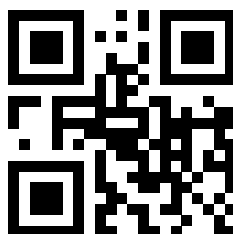
Our Phone Number

You may call, text or reach out to us via the booking app you booked through.

Roy & Greg

865-280-0695

Scan QR code to visit



Accident / Emergency

Fire: 911

Health

In an emergency, call nine one one (911) and ask for an ambulance.

Book Direct & Save

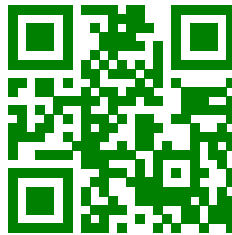
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Book Direct

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Activities

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