

## Property Access

### [Guest Access](#)

#### Front Door Lock

## ? Schlage Encode Smart Lock Guide

Welcome! Our home is equipped with a **Schlage Encode Smart Lock** for your convenience. Here's how to access the property safely and easily.

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### 1?? Using Your Personal Access Code

1. On the keypad, **enter the 4–8 digit access code** provided in your booking confirmation or guest message.
2. Press the **Schlage button** (the round button above the keypad) to unlock the door.
3. Turn the handle to open the door.

? **Tip:** Your personal code is active **only for the dates of your stay**. After checkout, it will automatically deactivate.

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### 2?? Locking the Door

- Press the **Schlage button** once and close the door — the lock will automatically secure.
- Always double-check that the door is fully closed and locked.

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### 3?? Troubleshooting

- **Door won't unlock:**
  - Re-enter your code carefully (numbers must be pressed firmly).
  - Ensure the lock is fully seated on the door.
  - If the battery is low, a red indicator will appear on the keypad.
- **Lock is unresponsive:** Try pressing the **Schlage button** and entering the code again.

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### 4?? Safety Tips

- Do **not share your personal access code** with anyone outside your group.
- The lock is **battery-powered**; a low battery indicator may appear, but it will remain functional for a short time.
- Check that the door is fully closed when leaving to ensure the lock engages.

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### 5?? Enjoy Your Stay

- The Schlage Encode lock makes it easy to **come and go** without keys.
- If you encounter any issues, send us a message — we'll help immediately!

## [Check-in](#)

### Check-In Time

Welcome there

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

The smartlock code will be sent to you several days prior to check-in.

## [Check-Out](#)

### Check-Out Time

We hope you've had an absolutely fabulous stay at Bearfoot Bungalow! It has truly been our pleasure and joy to host you, and we hope your time here was filled with fun, laughter, and wonderful memories. As your stay comes to a close, here are a few quick check-out reminders to help wrap things up smoothly:

- Do not strip the beds
- Please leave all sheets and comforters on the beds
- Dirty towels should be placed in a pile on the bathroom floor
- Load and start the dishwasher before leaving, and leave no dirty dishes behind
- All trash should be bagged and placed outside in the receptacles. If any trash doesn't fit, please bag it and leave it in the kitchen
- Return all furniture to its original location
- Keep any unused food items in the refrigerator to prevent wildlife from getting into the trash.

Your check-out time is 10:00, unless we've made other arrangements in writing. If you're heading out especially early, please let us know — our housekeeping team is always grateful for the heads-up! You'll find simple check-out instructions in the welcome guide, and of course, if you have any questions at all, don't hesitate to reach out — we're always happy to help!

We truly hope your stay was so enjoyable that it inspires a glowing 5-star review, as your feedback means the world to us and helps us continue creating amazing experiences for future guests. Wishing you safe travels home, and we would be absolutely delighted to welcome you back to Bearfoot Bungalow anytime!

## [Property Rules](#)

### House Rules

## ? Welcome to Your Stay!

We're thrilled to host you. To ensure a safe and enjoyable visit, please review these **house rules**.

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### Check-In / Check-Out

- Check-in: **After 4:00 PM**
- Checkout: **By 10:00 AM**
- Early check-in / late checkout must be approved in advance
- Please follow all checkout instructions before leaving

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### Guests & Visitors

- Only **registered guests** are allowed overnight
- **Small daytime gatherings are permitted**; no parties or events
- Maximum occupancy must not be exceeded
- Quiet hours: **10:00 PM – 8:00 AM**

## No Smoking / No Pets

- **No smoking or vaping inside** the home
- Smoking outside only; dispose of waste properly
- **Pets are not allowed** under any circumstances

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## Pool & Hot Tub

- Use **at your own risk**; no lifeguard on duty
- **Children must be supervised** at all times
- No running, diving, or horseplay
- **No glass** in the pool or hot tub area
- Hot tub is professionally cleaned between guests and may still be warming upon arrival
- Shower before using hot tub; no lotions or oils

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## Fire Pit & Charcoal Grill

- **Fire pit:** Do not leave unattended; extinguish fully before going inside
- **Grill:** Use only in designated areas; clean after use; coals must be safely disposed of
- Only approved fuel or firewood; no trash, cans, or hazardous items

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## Putt-Putt Golf Course & Game Room

- Return all equipment to its proper place after use
- Supervise children at all times
- No climbing on obstacles or furniture
- No food or drinks on gaming equipment

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## Parking & Community Rules

- Park only in designated spots; no parking on grass
- Follow all HOA / resort community rules
- Respect neighbors and community quiet hours

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## Cleanliness & Damages

- Treat the home with respect

- Report any damages immediately
- Additional charges may apply for excessive cleaning or damages
- Do not move furniture between rooms

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## Security

- Lock doors and windows when leaving
- Do not share access codes with anyone outside your group
- Lost keys or access devices may result in a replacement fee

## Noise

### Noise & Quiet Hours

- To ensure a peaceful environment for everyone, **no loud music after 10 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.

## Rubbish & Recycle

?? Garbage & Bear Safety We're in bear country, and your help is essential in keeping everyone — and the bears — safe! ? Please place all garbage in the bear-proof containers provided, and ensure each lid is fully closed and locked after every use. Keep all food, drinks, coolers, grills, and scented items inside the house or secured in containers — never leave them outdoors or on decks. Do not store food or trash inside vehicles. Bears have been known to get into locked cars if they smell something interesting inside. There are 10 bear-proof containers available for your use. If you need trash pickup during your stay, it can be arranged for an additional fee — just send us a message. Motion lights are installed around the property for your safety and to help deter wildlife at night.

## [Room Layout](#)

### Bedroom Layout

## ?? Bedroom Layout

Our home comfortably accommodates **18–20 guests** across **8 spacious bedrooms**, each with its own **private en-suite bathroom** for ultimate privacy and convenience.

- **6 Bedrooms** feature **King beds**, perfect for couples or guests who enjoy extra space.
- **2 Bedrooms** are **2 sets of Queen-over-Queen bunk rooms**, ideal for kids or groups traveling together.
- In total, there are **14 beds** in the home, ensuring everyone has a comfortable place to sleep.
- Each bedroom is thoughtfully designed with cozy bedding, ample storage, and blackout curtains for restful nights.

### Highlights:

- All bedrooms are **en-suite**, so no waiting for bathrooms.
- Bunk rooms are perfect for kids or teens and offer a fun, social sleeping space.
- Bedrooms are spread throughout the house to provide privacy and quiet for all guests.

## WiFi Details

### [Accessing the WiFi](#)

#### **WiFi Login Details**



Please use the following details to connect to our complimentary WiFi

**WiFi Name:** Bearfoot Bungalow

**WiFi Password:** Welcome!

### [Wifi Troubleshooting](#)

#### **Troubleshooting**

Please check you are connected to the correct WiFi network **Bearfoot Bungalow** . 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...

### [Entertainment & Comfort](#)

#### TV

## ? Smart TV / Streaming Guide

Welcome! Our home features **Smart TVs** in the living areas and bedrooms. All TVs are **streaming only** — no cable or satellite. Here's how to enjoy your favorite shows and movies.

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### 1. Turning On the TV

1. Grab the **TV remote** (usually on the coffee table or bedside table).
2. Press the **Power** button. The screen will light up.
3. If nothing appears, make sure the TV is plugged in and the outlet is switched on.

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### 2. Accessing Streaming Apps

1. Press the **Home / Smart** button on the remote.
2. Navigate to your app of choice (e.g., Netflix, Hulu, Disney+, Prime Video, YouTube).
3. Enter the login credentials provided in your guest guide (or use your personal account).
4. Use the arrow buttons and **OK / Select** to browse and play content.
5. To exit an app, press the **Home** or **Back** button.

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### 3. Casting / Screen Mirroring

- **Apple Devices:** Use **AirPlay** and select the TV name.
- **Android Devices:** Use **Cast / Smart View** and select the TV.
- Disconnect your device when finished to allow the next guest to connect.

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### 4. Adjusting Volume & Audio

- Use the **TV remote** to adjust the volume.
- Ensure Bluetooth is off if you're not streaming from a device to avoid audio conflicts.

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### 5. Troubleshooting

- **TV won't turn on:** Check the power cord and outlet.



- **No sound:** Check TV volume and mute settings; check soundbar if applicable.
- **App not loading / content buffering:** Make sure the TV is **connected to WiFi**. Go to Settings ? Network ? Check that the TV shows the correct WiFi network. Restart the TV if necessary.
- **Remote not working:** Replace batteries (spare batteries are in the kitchen drawer labeled “TV”).

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## 6. Quick Tips

- Return the TV to the **home screen** after use.
- Do **not unplug HDMI or other cables**.
- Children must be supervised while using the Smart TV.

### Thermostat

## ?? Thermostat Guide

Your comfort is important! Our home has **two smart thermostats**:

- **Upstairs Great Room** – controls the main living area
- **Downstairs Game Room** – controls the lower level

Here's how to use them safely and easily.

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### 1. Adjusting Temperature

- Tap the screen or use the **+ / – buttons** to set your desired temperature.
- **Recommended settings:**
  - **Summer:** 72–75°F
  - **Winter:** 68–71°F
- The thermostat will automatically regulate airflow and maintain comfort in the designated zone.

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### 2. Fan Settings

- Press **Fan** to switch between:
  - **Auto** – fan runs only when heating/cooling is on (recommended)
  - **On** – fan runs continuously
- **Tip:** Keep on **Auto** for energy savings.

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### 3. Important Notes & Best Practices

- **Two Zones:** Adjust the upstairs thermostat for the Great Room; adjust the downstairs thermostat for the Game Room. They do not control each other.
- **Energy Saving / Comfort:** Please **do not block vents** with furniture or towels.
- **AC Stress:** On very hot days, if the AC runs constantly, it may **back up or overwork**.
  - **Best Practice:** Keep doors and windows **closed during the day** to avoid stressing the system.
  - Close blinds or curtains to help maintain indoor temperature.
- **Air Conditioning / Heating:** The thermostat automatically cycles to maintain your selected temperature.

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### 4. Troubleshooting

- **Thermostat not responding:** Tap the screen or press the power button.

- **Temperature not changing:** Check that the thermostat is in **manual mode** rather than a preset schedule.

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? **Tip:** Adjust the thermostats to keep your spaces comfy without overloading the system — especially if some areas are empty during the day.

## Pool

### Pool & Safety Guide

Welcome to your private pool! Here's everything you need to know to enjoy it safely and stress-free.

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### Pool Service

- Our pool is professionally serviced **weekly (usually on Wednesdays)**
- This keeps the water clean, safe, and ready for your enjoyment

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### Access & Door Alarm

The pool area is secured with a **coded lock and door alarm**.

#### To Enter:

1. Enter the code: **2591**
2. **Briefly press the alarm button** before opening the door

?? *If the door is opened without pressing the alarm button first, the alarm will sound.*

? Press the same button to silence it.

- The alarm will also activate if the door is left open
- Please keep the door **closed and locked** when not in use

#### Exiting:

- Press the alarm override button on the **inside** before opening the door

? Always keep the pool door locked when the area is not in use.

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### Splash Pool Alarm (Water Alarm)

This pool is equipped with a **Splash Pool Alarm** for added safety. The alarm is **armed at all times by default** unless placed into swim mode.

#### To Use the Pool (Swim Mode):

1. An adult must have the **magnetic key**, which can be found attached to the **base of the alarm**
2. Place the magnetic key on the faceplate where it is marked **"KEY"**

3. **At the same time**, press the **red button**
4. You will hear a **long beep**, confirming the alarm is now in **swim mode**
5. The **red LED will flash** while swim mode is active

? The pool can now be used without the alarm sounding.

**Automatic Rearming:**

- Once all swimmers exit and the water becomes still, the alarm will **automatically rearm after 5 minutes**
- A **long siren** will sound when it rearms
- The **green LED will flash**, indicating active protection

**Immediate Rearming (Optional):**

- If the water is calm and you want protection right away, press the **red button**
- This will instantly rearm the alarm

**If the Alarm Sounds:**

1. **Immediately check the pool FIRST** for any unsafe condition
2. If the pool is clear and safe, press the **red button** to silence the alarm
3. The system will return to **protection mode**

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**Safety Rules**

- Children must be **supervised at all times**
- No running in or around the pool
- **No glass** anywhere in the pool area

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**Pool Temperature ?**

- The pool is heated, but during colder months it may not reach summer temperatures
- Want it warmer? We're happy to increase the temperature for an **additional fee** — just send us a message!

**Indoor Fireplaces**

## **Indoor Fireplaces (continued)**

### **? Fireplace Guide**

Our home features **two electric fireplaces** for cozy ambiance:

- **Upstairs Great Room**
- **Downstairs Game Room**

Both fireplaces are operated with **remote controls** for your convenience.

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### **1?? Turning On / Off**

1. Use the **remote control** provided with each fireplace.
2. Press the **Power / On button** to start the fireplace.
3. Press **Off** to turn it off when not in use.

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### **2?? Adjusting Flame & Heat**

- **Flame Settings:** Press the **Flame / Effect** button to adjust brightness or flame style.
- **Heat Settings:** Press **Heat / Temperature** buttons to control warmth.
- The fireplaces can be used **for ambiance only** with heat turned off.

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### **3?? Safety Guidelines**

- **Children must be supervised** when the fireplace is on.
- Keep **flammable items** (blankets, paper, furniture) at least 3 feet away.
- Do **not attempt to move or open** the fireplace housing.
- Turn off the fireplace when leaving the room or going to bed.

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### **4?? Troubleshooting**

- **Fireplace won't turn on:**
  - Check that it's plugged in and switched on at the outlet.
  - Replace batteries in the remote if needed.
  - Ensure **child lock** (if available) is not activated.
- **Heat or flame not responding:** Try turning off and on again using the remote.

## **Hot Tub**

### **? Hot Tub & Safety Guide**

Relax, unwind, and enjoy the mountain air! Here's everything you need to know for a **safe and enjoyable soak**.

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#### **Clean & Ready for You**

- The hot tub is **drained, cleaned, refilled, and professionally serviced after every guest**.
- **Note:** If it was recently refilled, it may still be **warming up** when you arrive.

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#### **Using the Hot Tub**

- **Remove the cover carefully** and place it on the holder or designated area.
- **Always replace and secure the cover** when not in use — this keeps the water clean, conserves heat, and protects children and wildlife.

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#### **Safety Rules**

- **Children must be supervised** at all times
- **No running, diving, or horseplay** in or around the tub
- **No glass containers** near the hot tub — use plastic cups or cans only
- **Do not add soaps, oils, or bubbles**; this can damage the filtration system
- Limit soak time to **15–20 minutes**
- **Avoid use after alcohol consumption** or if you feel overheated

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#### **Tips for Enjoying the Hot Tub**

- Keep the cover on when not in use to **retain heat**
- Replace the cover fully and securely after each use to **protect the tub from the mountain weather**
- Sit back, relax, and enjoy one of the coziest spots in the house! ?

**Weather**

[Weather Report](#)

**Weather Forecast**

**Weather**

Scan QR code to visit



## Contacts

### [Contacts](#)

#### Getting in touch with your hosts

## ? Contact Us

We're here to make your stay comfortable and enjoyable!

### **Always Message Us First**

- For any questions, concerns, or non-urgent issues, please **always send a message through the platform** you booked on (Airbnb, VRBO, etc.).
- Messaging through the platform ensures **the fastest response** and keeps a record of communication.

### **After-Hours / Urgent Maintenance**

- If you experience an **issue that is not life-threatening but requires immediate attention**, our maintenance team offers an **after-hours answering service**.
- This should **only be used in extreme situations**, such as:
  - No heat in the middle of winter
  - Major water leak
  - Other urgent issues that cannot wait until normal hours
- **After-hours contact:** (865) 309-0878

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? **Tip:** For **all emergencies** (medical, fire, police), always call **911** first.

### **Accident / Emergency**



## ? Emergency & Important Phone Numbers – Sevierville, TN

### Emergency Services

- **911** – Police, Fire, Medical Emergencies
- **Sevierville Police Department:** (865) 453-5000
- **Sevierville Fire Department:** (865) 453-5188
- **Sevier County Sheriff's Office:** (865) 453-4161

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### Medical & Poison Control

- **Poison Control:** 1-800-222-1222
- **Sevier County EMS:** (865) 429-1234
- **LeConte Medical Center (Sevierville Hospital):** (865) 446-9000
- **LeConte Medical Center Emergency Room:** (865) 446-9000

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### Utilities & Other Emergency Numbers

- **Sevier County Animal Control:** (865) 453-6262
- **Emergency Road Assistance / Highway Patrol:** 1-800-525-5555
- **Non-Emergency Police Dispatch:** (865) 453-5000

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