



Highview Cabins - Pigeon Forge Guest Information

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◆ CABIN ADDRESSES

Note: If your navigation device does not recognize the cabin address, use this GPS friendly address to get to Sherwood Forest Resort, then follow our instructions. ---> 870 Rush Branch Road, Pigeon Forge, TN 37863



Highview Retreat

4524 Rocky Bluff Way
Pigeon Forge, TN 37863

www.highviewcabins.com

Map <https://goo.gl/maps/39KQybyTtir>



Sherwood Dream

4613 High Vista Way
Pigeon Forge, TN 37863

www.highviewcabins.com

Map <https://goo.gl/maps/kjgrVNT1nxA2>

◆ CODES & PASSWORDS



DOOR LOCK → **last four digits of your mobile phone number.**

The instructions for using the door lock are at this link → <https://bit.ly/2H46ay6>



GATE CODE → **will be in the Arrival Information email sent to you 7 days before your stay.**

The two resort gates are closed from 10:00 PM until 6:00 AM. (Times can vary by season.)



TRASH BIN COMBINATION → **1 7 7 6**



Wi-Fi → **Wi-Fi password is posted on the kitchen wall.** Guests may not disconnect Wi-Fi router.



WHAT WE PROVIDE

- Sheets, pillows, blankets, and quilts for all king beds in both cabins, and for the sofa bed at Highview Retreat.
- Towels, washcloths, kitchen towels
- Liquid hand soap, dish soap, dishwasher detergent, and laundry detergent
- Coffee filters, sugar, and creamer
- Salt & pepper, baking soda, assorted spices
- Starter supply of toilet paper (2 rolls per bathroom) *
- Starter supply of paper towels (1 roll) *
- Starter supply of kitchen trash can liners (2) *

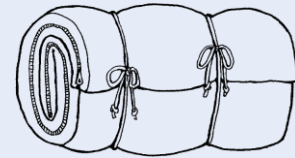
** Make sure to add paper products to your packing list in case you are staying longer than the starter supply will last you.*



WHAT TO BRING

- Beach towels for hot tub and for Sherwood Forest pool in summer
- Personal toiletries
- K-cups and/or ground coffee
- Food, beverages, snacks
- Plastic wrap/bags, aluminum foil
- PlayStation4 games (for Highview Retreat)
- DVDs
Our TV's have apps so you can use your own streaming media accounts such as Netflix, Amazon, Hulu, etc.


• Sherwood Dream Only •
Guests who use the 2 narrow twin beds in the Sherwood Dream loft need to bring their own bedding or sleeping bags.





CONTINUE TO PAGE 3






i GENERAL CABIN INFORMATION *(alphabetical)*


 <p>Keurig & Regular</p>	<p>COFFEE MAKERS – 2 types</p> <ul style="list-style-type: none"> • Cabins have a Keurig K-Mini (single serve) <u>AND</u> a Regular Coffee Maker. • Coffee filters, creamer, and sugar are provided. • Bring your own K-cups and/or ground coffee.
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	<p>DECK FURNITURE</p> <p>Highview Retreat ... 4 Log Rocking chairs Sherwood Dream ... 2 Glider Chairs and a two-person Glider</p>
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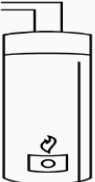
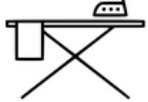
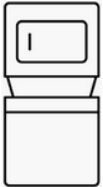

	<p>DISHWASHERS</p> <ul style="list-style-type: none"> • Dishwashers are NOT the pot-scrubber type. • All stuck-on food must be removed from dishes and put in the trash before placing in dishwasher. • Kitchen sinks are NOT equipped with garbage disposals. • Do not put food scraps, coffee grounds, grease, etc. down the kitchen sink drain.
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 <p>FIREPLACES w/Gas Logs (Living Rooms)</p>	<ul style="list-style-type: none"> • Natural gas fireplace in living room is operational for guest use from September 15 through April 30. • Use the timer dial next to the fireplace to turn logs on for up to 60 minutes at a time, or to turn off the logs before the timer runs out. • A safety screen is permanently attached to the fireplace to prevent anyone from accessing the log area. 	 <p>TIMER DIAL</p>
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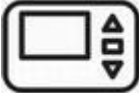

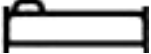
 <p>FIREPLACES ELECTRIC (Master BRs)</p>	<p>Highview Retreat Master BR</p> <ul style="list-style-type: none"> • Controls are <u>inside the glass door/curtain on the bottom right.</u> • Timer dial on the wall must be used for the fireplace unit to come on. 	<p>Sherwood Dream Master BR</p> <ul style="list-style-type: none"> • Master BR fireplace at Sherwood Dream is operated by a remote control. • Timer dial on the wall must be used for the fireplace unit to come on.
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 <p>GAME SYSTEMS and CONNECTIONS</p>	<p>Highview Retreat</p> <ol style="list-style-type: none"> 1. PlayStation 4 with two wireless controllers <i>NOTE: We have 1 sample game for this PS4 system. Bring or rent your own favorite games.</i> 2. Multicade w/retro arcade games 	<p>Sherwood Dream</p> <p>An extra HDMI port is provided in each bedroom for guests to connect their own game system.</p>
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GENERAL INFORMATION ... continued

	<p>GRILLS - There is a <u>natural gas grill</u> on the covered deck of each cabin. (No propane tank to deal with.)</p> <ul style="list-style-type: none"> • Use the timer attached to the grill for opening the gas supply. You must turn the dial past 20 minutes. If gas is not getting to the grill burners, check the on/off valve near where the gas line goes through the deck. • If the igniter button isn't working, you can use a stick lighter. Please notify us. • <u>Scrape the grill grate after use and wipe up any food spills.</u> Bears and raccoons are attracted to food and grease left on the grill. <p></p> <ul style="list-style-type: none">  Do not use wood, paper, charcoal, or anything else besides the gas burners.  No extra grills may be used anywhere on the decking per fire & insurance regulations.
	<p>HOT TUBS</p> <ul style="list-style-type: none"> • Instructions & Warnings are posted on the wall next to hot tub. READ BEFORE ENTERING HOT TUB. • Hot Tubs are always drained, cleaned, and refilled with fresh water before each guest's arrival. • If you wish to have an <u>extra</u> hot tub cleaning during your stay, the charge is \$25. This charge also applies if the hot tub is misused and requires a cleaning during your stay. • Hot Tub Temp on arrival - There is a possibility on the day of check-in that the hot tub may not be completely warm and ready for use until that evening due to the cleaning process between guests. <p> Hot Tub filtering system may not be turned off and the bromine float must remain in the hot tub when no one is using it. Failure to leave the filtering on could result in unsafe water.</p>
	<p>HOT WATER</p> <p>Since Highview Retreat and Sherwood Dream are each built on a slope in order to have a great view, the foundation walls are very tall and the water heater is quite a distance below the cabin level. Please understand that the hot water will take extra time to reach the faucets/showers.</p>
	<p>IRON & IRONING BOARD</p> <p>An iron and ironing board can be found stored in the laundry closet, OR in the 1st floor bedroom closet.</p>
	<p>LAUNDRY</p> <p>A stacked washer/dryer unit is located in a closet off of the kitchen. These machines are smaller capacity than regular home models, but are great for any laundry needs while on vacation. We provide liquid laundry detergent for your use while at the cabin.</p>
	<p>MAINTENANCE</p> <p>Our local cleaning company also provides light maintenance in case of a cabin issue during your stay. Phone numbers are posted in the frames on the kitchen wall.</p>

GENERAL INFORMATION ... continued

	<p>PARKING / CAMERA</p> <ul style="list-style-type: none"> • Parking area at the front of each cabin is under video surveillance for weather monitoring and occupancy compliance. • Oversized vehicle/trailer parking is available at the Sherwood Forest pool.
	<p>PEST CONTROL – Our cabins have monthly pest control service. However, insects can find their way inside no matter what we do. At certain times of the year there can be issues with certain bugs, especially lady bugs. Even after a cabin is cleaned, it takes only a few hours for bugs/ladybugs to appear. Of course, they get trapped and die inside. An expectation of a completely insect-free environment is probably reasonable in a high-rise beachfront condo, but not in a cabin in the Smoky Mountains. Ladybugs (actually, Asian Lady Beetles) are harmless.</p>
	<p>PHONES</p> <p>Telephones with free local and US long distance are available at each cabin. Phones are for outgoing calls only. Ringers have been disabled.</p>
	<p>POOL (Seasonal)</p> <ul style="list-style-type: none"> • Pool is typically open from Memorial Day weekend thru early September, depending on weather. • Pool Hours and Rules can be found here → www.highviewcabins.com/sherwood-forest-resort-pool
 <p>SLEEPER SOFA</p>	<p>Highview Retreat Sleeper Sofa</p> <ul style="list-style-type: none"> • Quilt, blanket, and sheets for the sleeper sofa bed are in the chest of drawers in the 1st floor bedroom. • Pillows for sleeper sofa are in the living room coffee table chest. <p>Sherwood Dream - None</p> <p><i>Sherwood Dream cabin does not have a sleeper sofa.</i></p>
	<p>THERMOSTATS - Thermostats are located on the living room wall and provide a comfortable range for both heating and cooling.</p> <ul style="list-style-type: none"> • Change the temperature using the up/down buttons. • If you arrive in cold weather, the gas logs will help heat the cabin faster.
	<p>TRASH BIN</p> <ul style="list-style-type: none"> • Each cabin has a metal trash bin for guest use. Use only the bin assigned to your cabin. • Do not leave any trash next to or on top of the bin. • Combination lock must be used to keep unauthorized companies from filling up the bin AND to keep out the bears & raccoons. Combination Lock Code → 1 7 7 6
	<p>TWIN BEDS (Sherwood Dream Only)</p> <ul style="list-style-type: none"> • The 2 narrow twin platform beds in the loft at Sherwood Dream are best suited for children or teens. • The covers in place on the beds are decorative only and are not for sleeping use. • <u>Bring a sleeping bag or your own bedding</u> for using these twin beds.

To make everyone's experience as pleasant as possible, please observe the following guidelines for **Sherwood Forest Resort**.

You are staying in a forest community with an abundance of natural wildlife. Bears and raccoons can be uninvited guests, particularly when there is a source of food.



DO NOT feed or interact with any bears you may see. Enjoy viewing bears at a safe distance, but do not approach them. Bears who become dependent on human food or trash often become aggressive and have to be euthanized.

- ALL trash and garbage must be bagged and placed **INSIDE** the bin.
- **NO TRASH may be left NEXT TO or ON TOP** of the bear-proof trash bins.
- Keep the trash bin **LOCKED** and **DO NOT** use the trash bins of other cabins.
- Trash is not collected until after check-out unless you are staying 7 days or more.
- Break down and flatten your trash to conserve space.
- If you request a trash pick-up during your stay of less than 7 days, the charge is \$25.
- Please keep any overflow garbage inside the cabin if the outside bin is full.



The speed limit inside Sherwood Forest Resort is 15 MPH.



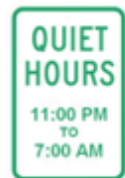
Campfires, fire pits, fireworks, or any type of open flame are **NOT PERMITTED** in the resort.

- Fireworks are **ILLEGAL** in Sevier County due to the risk of forest fire.
- **Do NOT use charcoal or wood in the gas grill.** Our grills use natural gas only.
- Use only the barbeque grill at the cabin which you have rented.
- **Candles are NOT PERMITTED** inside or outside of Highview Cabins' properties. (You may use the battery-operated type.)



Quiet hours in the resort are 11:00 pm to 7:00 am.

- Please be considerate of other guests and full-time residents in the resort. Outside noises carry long distances, especially after dark.
- You risk being evicted if neighboring guests or owners call the sheriff to complain about nuisances.
- Sherwood Forest is under the jurisdiction of the **Sevier County Sheriff's Dept.** Their non-emergency phone number is **(865) 453-4668**.












Cabin Safety

- Cabins are equipped with smoke alarms and carbon monoxide alarms.
- No open flames of any sort are allowed inside or outside any cabin in Sherwood Forest. This also means NO CANDLES.
- Children are to be monitored at all times and must not be allowed to climb/ play on stairs, railings, posts, hot tubs, etc.
- Guests are not to attempt climbing down the slopes beside the cabins.



Black Bear Safety

-  Keep a Safe Distance!
-  If a bear approaches... scare it away, wave your arms, and make yourself as loud & large as possible. Never turn your back or run.
-  A bear's sense of smell is 7 times greater than that of a bloodhound. Bears can smell food up to 20 miles away!
-  Never feed or approach a bear.
-  Never leave food or trash outside unattended. Secure trash in the metal bin in front of the cabin. Do not use any other cabin's trash bin.
-  Do not leave food or drink in your car & make sure to lock your car. Bears have been known to figure out door latches.
-  Be extra cautious if you see bear cubs... their mother may act aggressively to defend her cubs.

It's up to all of us to maintain a wild and healthy black bear population.

- Bears are intelligent, curious, strong, fast, and hungry.
- Bears that repeatedly get human food often become so bold, destructive, and potentially dangerous that they must be destroyed.
- Please don't be responsible for a dead bear!

A FED BEAR IS A  DEAD BEAR

CHECK-OUT PROCEDURES . . . Check-out time is 11:00 AM.

1. TOWELS	Please place all used towels in the bathtub or shower.
2. BEDS	Leave beds <u>unmade</u> so that our cleaners can easily see that the bed was used. DO NOT take sheets off - please leave for the cleaners.
3. DISHES	SCRAPE dirty dishes of all stuck-on food into the trash. START dishwasher. Dishwasher will not remove dried or stuck-on food.
4. SIGN OUT	Sign out of any streaming accounts you used... Netflix, Amazon, etc.
5. CHARGERS, CABLES	Check receptacles for your power cords and charging cables.
6. THERMOSTAT	Set thermostat to 80 degrees in summer and 65 in the winter.
7. BLINDS & LIGHTS	Close all window blinds and turn off all interior lights.
8. TRASH	Bag all trash and place INSIDE the bear-proof metal trash bin and lock the lid. NEVER leave any trash outside of the bin.
9. TEXT CLEANERS	Send text msg. to our cleaning crew. Their phone # is posted on kitchen wall. → Checklist completed at <u>(cabin name)</u>
10. LOCKS	Lock back deck and main entry door. Test to make sure they're locked.

AFTER YOUR STAY

FEEDBACK - We value your feedback! *If by some chance you feel your experience didn't live up to our 5-star rating, please email us with your concerns before leaving a review. janicetabor1@att.net*

REVIEWS - We hope you will recommend our cabins to your friends, as well as online potential guests who are searching for a vacation rental in the Smokies.

All guests may leave reviews at these sites→

- Google reviews for Highview Cabins ... <https://goo.gl/fUYoiv>
- Facebook Page ... www.facebook.com/pg/highviewcabins/reviews

If you booked through Vrbo...
Vrbo will automatically email you after your stay with a link for entering your review of our cabin.

RETURN STAYS - We hope that you will stay with us again the next time you visit the Smokies!
Bookmark our website address OR like us on Facebook to remember how to reach us.

www.highviewcabins.com www.facebook.com/highviewcabins

DIRECTIONS TO SHERWOOD FOREST RESORT

Note: The Pigeon Forge Parkway traffic lights are numbered from 0 thru 10. (There is no light #9)

1. Turn from the Pigeon Forge Parkway onto Conner Heights Road (Light #10).



2. Continue for 1/2 mile on Conner Heights Road and turn left onto Rush Branch Road.

(Note: The Rush Branch name sign can be hard to see, and the street that goes to the right is named Mill Creek Road.)

There is a large yellow sign for the “Big Rock Dude Ranch” on the far-left corner of this intersection.

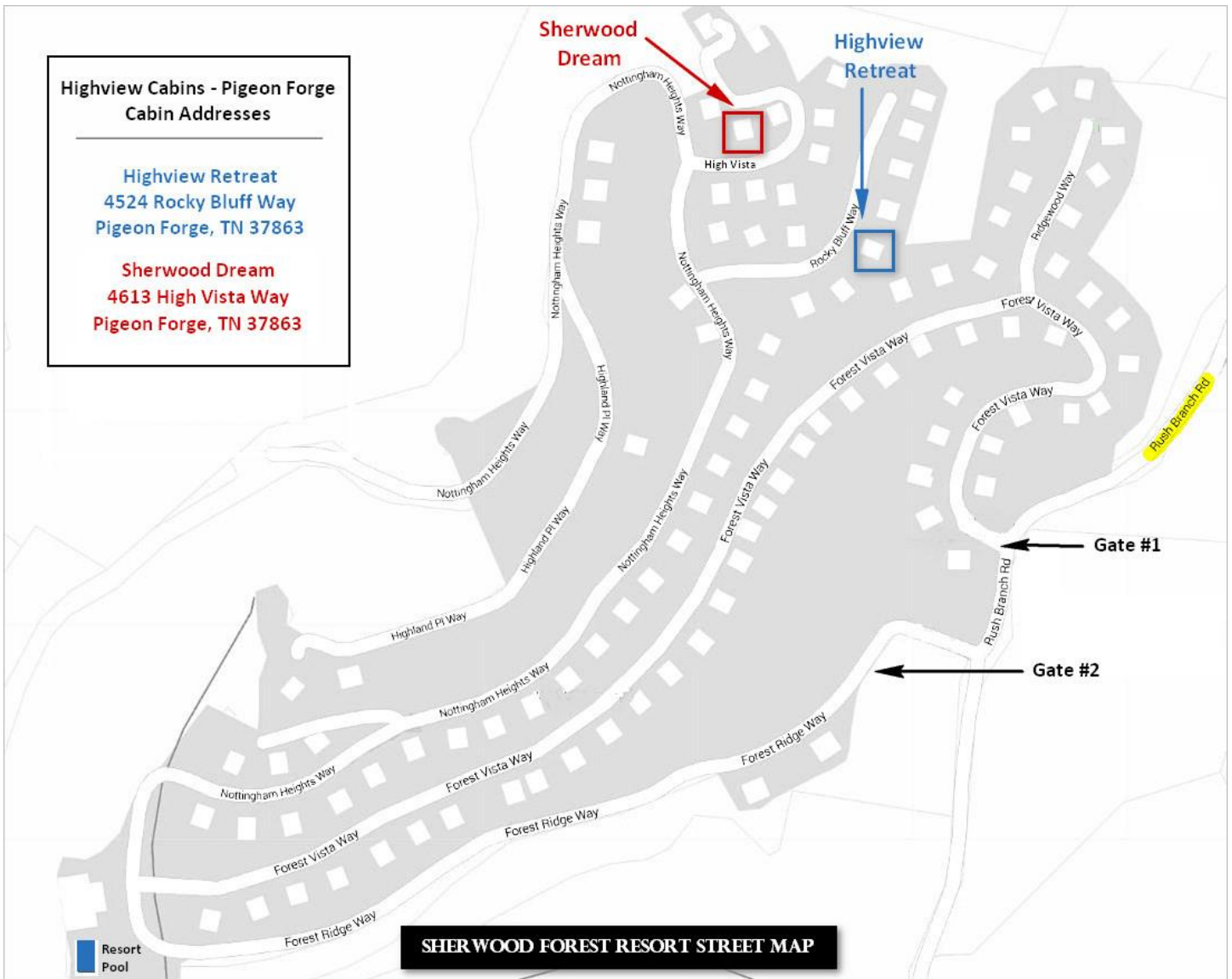


3. Continue on Rush Branch Road for 6/10 mile to Sherwood Forest Resort on the right.
4. Turn right at the 2nd entrance. Proceed over the small bridge, through the gate onto Forest Ridge Way.
5. The Sherwood Forest Resort Street Map on the next page shows the location of each of our cabins within the resort.

SHERWOOD FOREST RESORT MAP & GATES INFO

(There are 2 entrance gates for Sherwood Forest Resort.)

1. Enter through either gate, however Gate 2 is the shortest route to the cabins.
2. Gates are closed from 10:00 pm until 6:00 am.
(Times may vary with the season.)
3. Gate Code will be emailed to you 1 week before your stay.



View / Print this street map here → [Sherwood Forest Street Map](#)

VIDEO: The Road to Sherwood Forest Resort

We created a video to show guests what the road is like from the Parkway to Sherwood Forest Resort. <https://youtu.be/iB7Ht1WkqI4>



**MAP FROM: Pigeon Forge Parkway Traffic Light #10 (Conner Heights Rd)
TO: Sherwood Forest Resort Entrance**

