

Cabin Rentals of Helen Cancellation & Refund Policy

Cancellation Policy

1. Any Cancellation outside of the 15 day window (15 days or more prior to your arrival date) of the check in date will result in a credit to your account with Cabin Rentals of Helen. This credit can be used for a future reservation with Cabin Rentals of Helen at the same property. Prices are subject to change from the original booking amount. Any Cabin Rentals of Helen credit must be redeemed within (12) months of when the original credit was issued.

CABIN RENTALS OF HELEN DOES NOT ISSUE REFUNDS BACK TO CREDIT CARDS. The cancellation policy applies to last minute bookings as well.

2. Cancellations made within (0-14) days of check in date will result in total loss of monies paid.

YOU ARE LOCKED IN. NO CREDITS to CREDIT CARDS - NO REFUNDS - (PLEASE PURCHASE TRAVEL PROTECTION IF YOU THINK YOU MIGHT HAVE TO CANCEL INSIDE OF THE 15 DAY WINDOW. GENERAL INSURANCE COMPANY WILL ONLY REIMBURSE YOU FOR COVERED EVENTS SUCH AS SICKNESS, ACCIDENT, DEATH. No shows are subject to the entire rental fees. No future credits will be given for a no show or cancellation made within (0-14) days of the check in day.

3. Credit decisions may take up to (14) days to process.

Refund Policy

Cabin Rentals of Helen is a property management company. All cabins are privately owned.

Unfortunately, we cannot refund any money or relocate guests due to any of these: TV, VCR, DVD, gas log fireplace, jetted tub, hot tub, pool table, gaming system, small appliances, etc. not working or malfunctioning. No refunds will be given for acts of God, loss of electrical power, water, air conditioning, or cable/satellite outages. Refunds will not be given for ANY REASONS after check in. In the event of a mechanical failure, we will make every effort to have all reported malfunctions corrected as promptly as possible during regular business hours. No refunds for early departure, this includes departures due to inclement weather. Under certain circumstances, at the sole discretion of the Manager, Cabin Rentals of Helen will issue a refund. These refunds are on a case by case basis and must be deemed eligible by the Manager. All eligible refunds will be issued to the credit card on file and can take up to 14 days to process.



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