



# **SWEET PICKINS WELCOME LETTER**

**1122 OAK CT**

**GATLINBURG, TN 37738**

**[SWEETPICKINS3@GMAIL.COM](mailto:SWEETPICKINS3@GMAIL.COM)**

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Sweetpickins3@gmail.com

We are delighted you have chosen to stay at our cabin for your get away to the Great Smoky Mountains.

Your satisfaction is very important to us and we would like to do everything we can to ensure your visit is enjoyable. We hope that after your stay, you will be kind and give us a 5-star rating if your stay is pleasing. We welcome an email, text or phone call with any ideas to make your next visit to Sweet Pickins an even better experience. We are constantly looking for ways to improve our property. Also, please give us the opportunity to correct any issues prior to your rating. Take a moment to review the below items, and then contact us with any questions.

**Front Door Instructions:** We will email and text your front door key code prior to arrival. It will be 4 digits. Enter the code and it will unlock. If you arrive after dark, tap the lower left home icon to illuminate the lock making it easier to enter your code. It is programmed to automatically lock back 5 minutes later. Please make sure the door is fully closed or the lock may jam.

**WIFI: Sweet Pickins** \*\*\*If the internet seems slow or not connected, 1<sup>st</sup> try resetting the modem located to the left of the living room TV. Reset by unplugging the power cable from the back of the modem for about 10 seconds and plugging back in. Give the modem a few minutes to reset

**WIFI PASSWORD: cabinwifi122**

**Provided Items:** The kitchen includes all pots, pans, bakeware, utensils, plates, glasses, coffee maker (accepts both ground and k-cups), crock pot, blender, microwave, etc. There are also 2 outdoor grills. A gas grill located on the back deck and a charcoal grill located in the front yard. We do provide the gas but do not provide the charcoal. The following is a list of items included. If you anticipate using more, please make arrangements to bring extra.

3 Rolls Toilet Paper

1 Roll Paper Towels

Trash Bags

Bed Linens

A Towel and WashCloth Per Guest

Hand Soap for Bathroom

Dishwasher Tabs

Washing Machine Tabs, Dryer Sheets and a Hair Dryer

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**Items Not Provided:** Bath Soap, Shampoo, Conditioner or any other personal hygiene items.

**TVs:** All Tv's are "Smart" in that you can log in to your own Netflix, Hulu, Amazon Video or any other online streaming service for which you have a subscription. Go to the main menu and select which service you want to enjoy and sign in.

**Youtube Tv:** Sweet Pickins does offer complimentary Youtube Tv. At the main menu, select the Youtube TV option and then click on the cabin icon when prompted. Youtube Tv is like your normal local cable. It has local channels along with most other channels a cable provider would provide. See the last page of this letter for instructions on how to navigate YouTube Tv. Please do **NOT** log out of this account.

**Check In:** 4 pm or anytime thereafter

**Check Out:** 10 am

Please load and start the dishwasher

Put all towels in the bathtub. All other linens can remain on the beds.

Bag all trash and leave it in the kitchen or preferably, place in the metal bear proof trash cans located in the front yard. Please do not leave food on the screened-in porch at any time. There have been instances of animals tearing up the screen and hot tub cover to get access. We have never had any instances of animals trying to get inside the cabin, only on the back deck.

**Hot Tub:** The hot tub is drained and cleaned prior to each guest's arrival. Please allow a few hours for the water to come back to temp if you arrive and it's cool.

**Grocery Store:** The nearest grocery store is Food City located at 1219 East Pkwy. It is 3.5 miles from the cabin.

Feel free to call or text at the number below with any questions.

Again, we appreciate the opportunity to host your stay and hope you return to Sweet Pickins!!

Brandon Shope: 859.621.4349

Cathy Shope: 859.247.0242

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## TV Instructions:

Once the TV is powered on, you will see the main menu. Select whatever option you'd like to watch. Netflix, Hulu, Youtube Tv, Disney, etc. Once you're finished watching your selection, push the home button on the remote to return to the main menu.

## Youtube Tv Instructions:

Once the Youtube Tv app is opened, there will be options at the top of the

screen. **Library Home Live**

Select **Live** and a guide will pop up on the lower part of the screen. Use the up and down arrows on the remote to navigate the guide. Push the OK or Enter button on the remote to select the channel you'd like to watch

To return to the live guide, push the back arrow on the remote.

Once you are finished watching Youtube Tv, please do **NOT** go into the settings menu and log out. Just push the home button on the remote to return to the Tv's main menu. This will keep Youtube Tv signed in for the next guest. If you happen to have your own YouTube Tv account, please do **NOT** sign out of ours and sign into your own account. The next guest will not have access to the account and signing back in is not very user friendly.

If you find that Youtube Tv has been logged out, you will need to contact me for instructions on how to log back in.

## A Request From Brandon and Cathy

On a final note, again, we are very thankful you have chosen our cabin for your visit. Please keep in mind this is our personal property and we take pride in doing our best to make sure your stay is great and would like for you to come back. Please respect our property and treat it as if it was your own investment property. Please do not try to enter codes to the owner's closet. It will run the battery down and then make it inaccessible for us and the cleaners. There are supplies in the closet and the cleaners need access. Please no pets. We love pets and have several ourselves, however, we understand some people are allergic and we do not want to cause any issues for the next guest should they be allergic. Without our guests, it would not be possible for us to offer our property for your enjoyment. If you have any concerns, issues, or suggestions, please contact us. We WANT you to come back and will normally offer discounts for our return guests.