



GUEST INFORMATION & HOUSE GUIDE

Your Home on Rocky Top

Historic Fort Sanders | Knoxville, Tennessee

DRAFT 2

WELCOME

Welcome Home

Welcome to Vol Haven! We're thrilled you've chosen our home as your Knoxville headquarters. Whether you're here to cheer on the Volunteers, celebrate a graduation, visit campus, or simply enjoy Knoxville, we hope you'll feel right at home.

A LITTLE PIECE OF KNOXVILLE HISTORY

Built in 1899, Vol Haven is a contributing historic structure within the Fort Sanders National Register Historic District. Portions of the original flooring and historic stairwell remain, blending more than 125 years of Knoxville character with modern comfort.

Relax. Enjoy. Make memories.

GO BIG ORANGE!

About Your Hosts

Vol Haven began with our family's connection to the University of Tennessee. Starting in 2022, as our children attended UT, we spent more and more time in Knoxville - visiting them and their friends, attending Vol football games, and experiencing the traditions and energy of Rocky Top. Somewhere along the way, we fell in love with Knoxville too.

For several years, we searched for the right home near campus - a place our family could enjoy during the college years, return to for games and visits after graduation, and eventually share with other families and Vol fans. In 2026, we found it in historic Fort Sanders.

We named it Vol Haven because that's exactly what we wanted it to be: a welcoming place to gather, experience Knoxville, and feel connected to the Volunteer community.

After more than 25 years of working in real estate and investing in properties, we've brought that experience - and a lot of heart - to creating a home that is comfortable, thoughtfully cared for, and designed for spending time together.

Whether you're here for a game, visiting your student, celebrating graduation, reconnecting with friends, or simply exploring Knoxville, we hope Vol Haven becomes part of some wonderful Tennessee memories of your own.

Welcome to Vol Haven - and Go Vols!

QUICK START

Your First 15 Minutes

WI-FI

- Wi-Fi network and password are provided with your check-in details.

ARRIVAL

- Check-in: 4:00 PM
- Door instructions arrive by email about 24 hours before check-in.

PARKING

- 3 dedicated spaces directly behind the house.
- Look for 'Parking for 1209 Forest Ave.' signs.

HOST

- Message your host through the booking app.
- Additional details are in your booking email.

TRASH

- Bins are in the backyard immediately left of the back door.

CHECKOUT

- Checkout: 11:00 AM
- Door code deactivates automatically at checkout.

Arrival, Access & Parking

PARK ONCE. ENJOY KNOXVILLE.

Vol Haven has three dedicated parking spaces directly behind the house, with room to comfortably park up to three standard passenger vehicles.

RVs, campers and trailers cannot be accommodated.

Look for signs stating 'Parking for 1209 Forest Ave.' Only authorized guest vehicles may use these spaces; unauthorized vehicles are subject to towing.

Your personalized door instructions are provided by email approximately 24 hours before check-in. The code activates at check-in time and deactivates at checkout.

Early check-in and late checkout may be available by advance request and are subject to the housekeeping schedule. Please contact your host through the booking platform to inquire. Requests are not guaranteed unless confirmed in writing.

RING HOME ALARM

Vol Haven is equipped with a Ring home security system. The system is managed by the hosts. Guests are not provided with an alarm code and do not need to arm or disarm the system during their stay.

Please do not attempt to operate, reset, disconnect, unplug or otherwise alter the alarm system or its components.

Historic Character & Comfort

Vol Haven was built around the turn of the 20th century and is a contributing historic structure within the Fort Sanders National Register Historic District. Portions of the original flooring and historic stairwell remain.

- Some floors are naturally uneven.
- One portion of the stairway has lower-than-modern overhead clearance. Taller guests should watch their heads. Lighting and signage identify the low-clearance area.
- Light switches throughout the home are labeled for ease of use.
- Preferred thermostat settings: air conditioning around 74°F in warmer months and heat around 72°F in cooler months. Please keep exterior doors and windows closed while the HVAC is running.

FORT SANDERS: LIVELY, GROWING & WALKABLE

A new home is currently being built next door, and construction or road work is common around Fort Sanders, downtown, Market Square and the Old City. Event days can also bring temporary road closures and traffic changes. Vol Haven's walkability makes it easier to park at the house and enjoy much of the campus and game-day action on foot. Complimentary earplugs are on the guest shelf in the kitchen.

MAKE YOURSELF AT HOME

Kitchen & Coffee Bar

Start your morning with a little Vol Haven hospitality. The kitchen is fully equipped for your stay and includes a Keurig combination single-cup and coffee-pot brewer.

COFFEE & TEA

Starbucks pods - one per registered guest
Assorted teas
Sugar, Stevia & Splenda
Creamer
Vanilla & caramel syrups
Honey

COOKING BASICS

Basic cooking spices
Small olive oil
Cooking spray
Garbage disposal

ICE & FILTERED WATER

The refrigerator's automatic ice maker uses filtered water. There is no drinking-water dispenser. A Brita filtered-water pitcher is provided for guest use; please return it to the refrigerator after use.

COMPLIMENTARY SNACKS

Help yourself to nuts, pretzels, Cheez-Its, Little Debbie treats and MoonPies.

ALLERGY NOTE: Please check individual packaging for allergen information.

A LITTLE TENNESSEE FLAVOR

Little Debbie has Tennessee roots in Collegedale and was the official snack cake of Knoxville's 1982 World's Fair. MoonPie is another Tennessee original, first created in Chattanooga in 1917.

A SMALL FAVOR

Please clean all dishes, glassware, cookware and kitchen items used during your stay and return them to their designated locations. Kitchen cabinets and shelves are clearly labeled to make putting items away easy.

Dishwasher-safe items may be loaded into the dishwasher; please start the cleaning cycle before checkout. Items labeled "Hand Wash Only" must be washed by hand, dried and returned to their designated location.

Bedrooms, Bathrooms & Laundry

BEDROOMS

- Extra blanket in the labeled dresser in each bedroom
- Additional pillows and blankets in the main bedroom closet
- Smart TV in the main bedroom

BATHROOMS

- Hair dryer in each bathroom
- 6 rolls of toilet paper per bathroom at arrival
- Hand soap, fresh linens & bath mat
- Travel-size shampoo, conditioner, body wash & lotion

LAUNDRY

- Washer and dryer are available for guest use.
- Complimentary laundry supplies and a clothing steamer are in the cabinets above the washer and dryer.
- First aid kit and flashlights are in the laundry-room cabinets above the washer.
- Locked cabinets labeled 'Housekeeping Use Only' are not for guest access. Please do not attempt to open them.

TV & Entertainment

SMART TVS & STREAMING

Smart TVs are located in the living room and main bedroom.

The living-room TV includes a soundbar. The soundbar is Bluetooth compatible, so you can connect your phone or other Bluetooth-enabled device and stream your favorite music during your stay.

Samsung TV is available. For other streaming apps, please use your own account credentials.

Before checkout, please sign out of any personal streaming accounts you used during your stay.

WEEKEND SOUNDTRACK

Fort Sanders comes alive on weekends and game days. Enjoy the energy - and when you're ready for quiet time, complimentary earplugs are located on the guest shelf in the kitchen.

Front Porch, Backyard & Grill

THE COVERED FRONT PORCH

One of our favorite spots at Vol Haven. The covered front porch has a table and chairs - perfect for morning coffee, enjoying the Fort Sanders atmosphere, gathering before the walk to Neyland Stadium, or celebrating a Vols win after the game.

BACKYARD & PROPANE GRILL

Guests are welcome to enjoy the backyard tables and chairs and use the propane grill. Grill brushes are stored beneath the grill. A quick brush-down after cooking is appreciated; housekeeping completes the full grill cleaning between guests.

Allow the grill to cool completely before replacing the cover. Never leave the grill unattended while in use. Smoking and vaping are permitted outdoors only; please use, wash and return the provided ashtrays.

ORANGE ROLLING COOLER

PLEASE KEEP THE COOLER ON VOL HAVEN PROPERTY

The orange rolling cooler is provided for guest use during your stay. It must remain on the Vol Haven property at all times. After use, empty all water and ice, allow the cooler to drain and dry, and return it inside the house for storage when not in use.

House Guidelines

- Maximum overnight occupancy is 9 guests.
- Gatherings bringing the total number of people on the property above 15 require prior written approval from the owner.
- No pets.
- Please lock all doors whenever guests are away.
- Smoking and vaping are permitted outside only.
- Guests are responsible for missing items or damage during their stay. Please report accidental damage promptly.
- Locked cabinets labeled 'Housekeeping Use Only' are not available for guest use.

FURNITURE & HOUSEHOLD ITEMS

Indoor furniture, televisions, electronics, mattresses, bedding, tables, chairs, lamps, decor and other household items must remain inside the home and may not be moved outdoors or removed from the property for any reason. Please use only items specifically provided for outdoor use.

FLAGS, BANNERS, DISPLAYS & PROPERTY DECOR

Guests may not hang, post, attach, mount, display or place flags, banners, signs, decorations, team merchandise or other items on the exterior of the home or property, including the porch, railings, doors, windows, yard or fencing.

Guests may not display items inside the home where they are visible from the exterior, including through windows or doors.

Nothing may be hung, taped, tacked, nailed, screwed, adhered or otherwise attached to interior walls, doors, ceilings, trim, windows or other surfaces. Existing artwork, signs, furnishings, Tennessee/Volunteers decor and other decorative items may not be removed, relocated, replaced, covered, altered or rearranged.

The Tennessee flag displayed on the front porch is a permanent part of Vol Haven and must remain in place at all times.

Guests may not remove, replace, lower, cover, alter or otherwise interfere with the flag or its mounting hardware.

IMPORTANT

Safety at a Glance

FIRE & FIRST AID

Fire extinguisher - under kitchen sink
Fire extinguisher - laundry room
Fire blanket - under kitchen sink
First aid kit - laundry-room cabinet above washer
Flashlights - cabinet next to first aid kit

POWER & INTERNET

Breaker panel - outside on the right side near the back

If something trips, please message your host before accessing the panel.

Do not unplug, reset or disconnect anything labeled INTERNET.

KUB / KUB Fiber provides utilities and internet service.

SECURITY

Ring doorbells are at the front and rear entrances; an exterior camera monitors the front porch and yard. There are no interior cameras.

Please do not cover, disconnect, reposition, obstruct or tamper with security equipment. The Ring home alarm is host-managed; guests do not need to arm or disarm it.

EXTERIOR LIGHTING

For guest safety, the rear flood lights are hard-wired and operate automatically from dusk to dawn; there is no guest-accessible switch. The front porch flood lights are switch-controlled and the switch is labeled "Flood Lights." All other porch lights are switch-controlled and their switches are clearly labeled.

0.7 MILES TO NEYLAND

Game Day on Rocky Top

One of the biggest perks of staying at Vol Haven is the location. Neyland Stadium is about a 0.7-mile walk away, making game day as easy as putting on your orange and joining the sea of fans headed toward kickoff.

THE VOL HAVEN GAME-DAY PLAN

- Park at the house and leave the car behind.
- Enjoy the Fort Sanders atmosphere from the front porch.
- Walk to Neyland Stadium with the crowd.
- After the game, skip stadium traffic and head back on foot.
- Walkability is especially helpful when event traffic patterns or temporary road closures are in effect.

IT'S FOOTBALL TIME IN TENNESSEE.

The Strip: Cumberland Avenue

Cumberland Avenue - known locally as 'The Strip' - runs along the north edge of the University of Tennessee campus. It caters heavily to student life and nightlife, with casual restaurants, bars, coffee, game-day stops and late-night activity. Expect a lively atmosphere, especially on weekends and after games.

EAT, DRINK & HANG OUT

- ★ Sunspot - Vol Haven Favorite
- ★ Just Love Coffee - Vol Haven Favorite
- Brenz Pizza
- Mellow Mushroom
- Raising Cane's
- Saloon 16
- Cumberland Food Hall

SHOP & USEFUL STOPS

- BidDayz Greek Store - Greek apparel and gifts
- VolShop at Cumberland Ave. & 17th
- CVS - 2201 Cumberland Ave. - store open 24 hours
- Campus and student-oriented shops

Note: CVS store hours are 24 hours; pharmacy hours are different. ★ indicates a personal Vol Haven favorite.

Market Square + Downtown Favorites

Market Square is one of our favorite downtown areas to send guests. Come for brunch or dinner, browse the shops, walk through Krutch Park, catch live music or visit the Farmers Market. The Square frequently hosts concerts, festivals and community events, so it is worth checking the calendar while you're in town.

★ VOL HAVEN FAVORITES - NEARBY

- ★ The Kennedy • ★ Chivo
- ★ J.C. Holdway • ★ French Market
- ★ Pete's • ★ Mahalo
- ★ Ruby Sunshine • ★ Status Dough
- ★ Ham'N Goodys • ★ Cruze Farm

POPULAR MARKET SQUARE DINING

Cafe 4 • Tupelo Honey • Oliver Royale
Not Watson's • Stock & Barrel

SHOP & STROLL

The Style District • Bliss & Tori • Mast General Store • Market Square boutiques • Krutch Park • Gay Street • Strong Alley murals

WHAT'S HAPPENING WHILE YOU'RE HERE?

Scan the QR code or use the clickable link in the digital guide for Downtown Knoxville's current events, markets, live music and festivals.



[VIEW DOWNTOWN KNOXVILLE EVENTS](#)

Old City

Historic by day and lively by night, the Old City blends brick-lined streets with restaurants, coffee shops, bars, live music, art and independent businesses. It is a great place to wander before dinner and an especially fun stop when live music or a neighborhood event is on the calendar.

EAT & DRINK

- ★ Boyd's Jig & Reel - Vol Haven Favorite
- ★ Kefi - Vol Haven Favorite
- A Dopo Pizza
- Barley's Taproom & Pizzeria
- Kaizen
- Old City Java
- Brother Wolf

EXPLORE

- Live music and nightlife
- Independent vintage & specialty shops
- Local art and galleries
- Covenant Health Park
- Old City Market - artists & makers on select dates

OLD CITY EVENTS

Scan the QR code or use the clickable link in the digital guide for current live music, markets, First Friday happenings and neighborhood events.



[VIEW OLD CITY EVENTS](#)

Our Knoxville Favorites

These are places we personally enjoy and recommend to Vol Haven guests. Look for the ★ throughout the guide.

★ FAVORITE RESTAURANTS

- ★ Balter Beerworks
- ★ The Kennedy
- ★ Chivo
- ★ Ale' Rae's Gastropub
- ★ J.C. Holdway
- ★ Kefi
- ★ Kerns Food Hall

★ COFFEE, BREAKFAST & TREATS

- ★ The French Market Creperie
- ★ Pete's Restaurant
- ★ Just Love
- ★ Coffee 360
- ★ Honeybee Coffee
- ★ Farmacy
- ★ Mahalo
- ★ Ruby Sunshine
- ★ Status Dough
- ★ Ham'N Goodys
- ★ Cruze Farm

More Knoxville Favorites

BARS & BREWERIES

Yee-Haw Brewing
Schulz Bräu
Cool Beans
Wagon Wheel
Cotton Eyed Joe
The Hill
Old City Sports Bar
Pour Taproom

THINGS TO DO

World's Fair Park
Knoxville Farmers' Market
Fort Dickerson / Augusta Quarry
Dollywood
Knoxville Smokies baseball

GROCERY

Kroger - Kingston Pike
Publix
Corner Market on 13th - Open Late Night
Fresh Market
Target - Ray Mears Blvd.

LATE NIGHT

Gus's Good Time Deli
Cook Out
DaVinci's Pizza
Raising Cane's
McDonald's
Jimmy John's
Corner Market on 13th - Open Late Night

Shop Knoxville & Get Your Orange

Need a last-minute game-day outfit, a souvenir or something uniquely Knoxville? These are good places to start.

VOL GEAR

- VolShop - official campus store
- Alumni Hall
- Bliss - game-day fashion & gifts
- VolShop at Cumberland Ave. & 17th
- VolShop at Neyland on applicable game days

DOWNTOWN & MARKET SQUARE

- The Style District - 2 Market Square
- Mast General Store
- Nothing Too Fancy
- Independent Market Square shops
- Old City vintage, art & specialty shops

Store hours and game-day operations can vary. Check current hours before visiting.

Know Before You Go

UT Athletics Venue Policies

CLEAR BAG RULE - UT ATHLETIC EVENTS

One clear plastic bag no larger than 12" x 6" x 12", OR one one-gallon clear resealable plastic storage bag per person.

Small clutch or wallet: maximum 4.5" x 6.5". All items are subject to search.

NEYLAND STADIUM

Football
Clear bag policy applies.
Seat cushions: no arms or pockets.
Medically necessary items are screened.

FOOD CITY CENTER

Basketball & Volleyball
Clear bag policy applies.
Walk-through metal detectors.
No re-entry policy.

LINDSEY NELSON STADIUM

Tennessee Baseball
Clear bag policy applies.
Tickets and parking are digital.
Check current gameday information.

BEFORE LEAVING VOL HAVEN

Leave backpacks and oversized bags behind.
Check the official venue policy for current prohibited items, medical exceptions and event-specific rules.

POLICIES CAN CHANGE - CHECK BEFORE YOU GO

Scan the QR code or tap the link in the digital guide for the latest official UT clear bag policy and venue information.

[VIEW OFFICIAL UT CLEAR BAG POLICY](#)



SCHEDULE SNAPSHOT

2026 Tennessee Football

SEP 5	FURMAN	HOME - 3:30 PM
SEP 12	at Georgia Tech	AWAY - 7:00 PM
SEP 19	KENNESAW STATE	HOME - 7:45 PM
SEP 26	TEXAS	HOME - 12:00 PM
OCT 3	AUBURN	HOME - FLEX WINDOW
OCT 10	at Arkansas	AWAY - FLEX WINDOW
OCT 17	ALABAMA	HOME - FLEX WINDOW
OCT 24	at South Carolina	AWAY - AFTERNOON
NOV 7	KENTUCKY	HOME - NIGHT WINDOW
NOV 14	at Texas A&M	AWAY - FLEX WINDOW
NOV 21	LSU	HOME - FLEX WINDOW
NOV 28	at Vanderbilt	AWAY - NIGHT WINDOW

Kickoff windows and television assignments can change. Check the official Tennessee Athletics schedule before game day.

HOME-GAME HIGHLIGHTS

2026-27 Tennessee Men's Basketball

OCT 15 **Xavier (Exh.)**

NOV 3 **Wofford**

NOV 9 **Radford**

NOV 13 **Tennessee State**

NOV 17 **Michigan State**

NOV 20 **Coastal Carolina**

DEC 1 **Florida State**

DEC 16 **Morehead State**

DEC 20 **Marist**

DEC 29 **Norfolk State**

JAN 2 **Vanderbilt**

JAN 12/13 **Missouri**

JAN 16 **Arkansas**

JAN 30 **Florida**

FEB 2/3 **Georgia**

FEB 13 **Kentucky**

FEB 20 **Alabama**

FEB 23 **South Carolina**

MAR 2/3 **Mississippi State**

Food City Center - Knoxville. Many game times and some midweek dates remain TBA; check the official schedule before attending.

2027 Tennessee Baseball

The full 2027 Tennessee Baseball schedule has not yet been published on the official Tennessee Athletics schedule page. Rather than print incomplete dates, we're reserving this page for the complete schedule when it is released.

COMING SOON

- Once the full slate is available, a future revision can feature the complete home schedule at Lindsey Nelson Stadium, with home dates emphasized for Vol Haven guests.

BASEBALL ON ROCKY TOP

Recycling Do's & Don'ts

Please help us recycle correctly. Place approved recyclables loose, clean and dry in the backyard bin labeled RECYCLE.

YES - RECYCLE

- #1 and #2 plastic containers
- Aluminum, steel and tin cans
- Paper and paperboard
- Newspaper and magazines
- Cartons and paper cups
- Flattened cardboard

NO - PLEASE TRASH

- Glass bottles & jars - place these in regular trash, not the recycling bin.
- Plastic bags or film
- Styrofoam
- Food or dirty food wrappers
- Coffee / tea / creamer pods
- Plastic utensils or straws
- Foil pans
- Batteries, bulbs or electronics
- Cords, hoses or other tangles

IMPORTANT

Knoxville recycles glass only at designated drop-off centers, not in curbside carts.
At Vol Haven, please place glass in regular trash rather than the RECYCLE bin.

Before You Head Home

We hope you had an amazing stay at Vol Haven! Before departing, please help us prepare the home for our next guests.

- Remove all trash from the home and place it in the backyard bins immediately left of the back door.
- Place all used towels in the bathtub or shower.
- Leave used bed linens on the beds. Please do not strip or remake the beds.
- Wash and return used dishes, or load them into the dishwasher and start the cleaning cycle.
- Sign out of personal streaming accounts.
- Check the home for personal belongings.
- Turn off lights and small appliances.
- Close and lock all doors when leaving.
- Your door code automatically deactivates at checkout.

THANK YOU

Until Next Time

Thank you for choosing Vol Haven for your Knoxville stay. We hope the house felt like your home on Rocky Top and that you leave with great memories of Knoxville.

COME BACK TO ROCKY TOP

Loved your stay? We'd love to welcome you back to Vol Haven. Visit VolHaven.com or scan the QR code to plan your next stay.



[VISIT VOLHAVEN.COM - BOOK DIRECT](https://VolHaven.com)

ENJOYED YOUR STAY?

If you enjoyed your stay, we'd be grateful if you would share your experience with a 5-star review. Reviews help future guests discover Vol Haven and mean a great deal to us as hosts.

GO BIG ORANGE!