

## Hotel Policies:

Check in: starts at 4pm / Check out: 11am



### Age requirement

Guests must be 18 years or older to check in

### Check in requirements

Current photo ID (driving license or passport) and a credit card for incidentals are required to check in. Incidental charge is \$50.00 per night. Incidentals will be released at the time of check out and will take approximately 5 to 10 business days to credit back to your account.

### Special requests

We will do our best to accommodate any special requests, based on availability, but those cannot be guaranteed in advance. Special requests apply to specific room numbers, location, adjoining rooms, rear entrance, view, etc.

### Resort Fee

Resort fee in the amount of \$10/night will be applied to all reservations booked via 3<sup>rd</sup> party websites as well as certain groups. At this time, for guests booking directly on our website or over the phone, resort fee has been waived. Please refer to your contract to see if the fee is applicable.

### Payments & Authorization

Guest are required to settle their bills at check in. Credit card presented at check in will be authorized for a total balance and incidentals of \$50/day. This is a temporary hold, reversed 3-5 days after check-out, pending no additional charges occurred. We apologize, but we do not accept personal checks.

### Pet Policy

Well behaved dogs welcome. All pet rooms will be a subject to \$75 fee (up to 2 dogs) in designated Chalets only. Must be arranged in advance. Violations to this policy are subject to a penalty fee

of \$150 per day. Upon arrival, guests must sign the pet agreement and are responsible for their four legged companion during their stay.

### Smoking Policy

All rooms are NON-SMOKING. Violation to this policy are subject to \$150 penalty.

### Cancellation policy

\* LEISURE: 24h for the off season (Sep - May); 3 days prior to the arrival (Jun, Jul & Aug), 21 days on Holidays and Holiday Weekends.

\* GROUP: based on the group contract, usually 30 days prior to the arrival.

### Guarantee Deposit

In order to guarantee your reservation, we require a first night stay before taxes to be paid at the time of reservation.

### Rates

All rates are based on double occupancy and subject to hotel tax (11%). Additional guests may stay for \$20 per person per night. Children 12 years old and younger stay free.

### Room remakes

Chalet rooms will be remade every 4th morning of guests stay or upon request. Please call front desk for assistance.

### Quiet Hours

The Resort strictly observes quiet hours between 10pm and 8am. Please respect the other guests on property and adhere to this policy. Any violators will be asked to leave the property and may be subject to penalty fees, equal any loss of revenue caused by the disturbance.

Please do not hesitate to call our Front Desk (559) 642-3121 with any questions or concerns

*updated September 2019*