



## DUTCH LAKE RESORT & RV PARK

2010

### Conditions, Policies and Procedures for Cabin Occupancy

#### **\*See below for RV/Camping Policies**

Please read the policies listed below and contact our office at 1-888-884-4424 or email [info@dutchlake.com](mailto:info@dutchlake.com) if there are any questions regarding your reservation.

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**CHECK-IN/OUT:** Check-in 3pm, Check-out 11am. If you will be arriving after 9pm, please advise the office as arrangements will need to be made for your arrival.

**DEPOSIT POLICY:** A valid credit card number with expiry date is required to hold a cabin. An advance non-refundable deposit equal to one nights rent (excluding taxes) is due at time of booking to guarantee reservations.

**CANCELLATION POLICY:** We have a 30 day cancellation policy. If you cancel your reservation MORE than 30 days prior to your expected arrival date, the advance deposit is forfeited unless we are able to re-book the cabin. If the cabin is re-booked we will refund your deposit less a \$50 administration fee. If you cancel WITHIN 30 days of your arrival you will forfeit the full advance deposit.

**HOUSEKEEPING SERVICE:** Prior to your arrival the cabin is thoroughly cleaned and supplied with fresh linens, towels, soaps, paper products, etc. If required, housekeeping can be arranged at the office with one day advance notice. It is recommended to bring beach towels (if possible) for use around the lake.

**EARLY DEPARTURE:** The guest is responsible for payment of all nights reserved regardless of the guests' actual arrival or departure.

**SMOKING/PETS:** Dutch Lake Resort is proud to offer its guests non-smoking accommodations. This policy is strictly adhered to and any breach of this policy will result in additional charges. We require a credit card imprint upon arrival if you are bringing a dog and we only allow dogs of a friendly nature. Please read our "Pet Policy" prior to arrival at the resort.

**BBQ's:** All cabins have access to a bbq. Please clean after each use, there are bbq utensils available on the bbq or inquire at the office. If you run out of propane, additional tanks are available at the office.

**Excessive Housekeeping or Damages:** Any damages, excessive housekeeping costs or miscellaneous charges accrued by guests will be charged to the guests credit card on file. This credit card will remain on file for the duration of your stay and further until we are able to inspect the property after your departure.

**UNIT ASSIGNMENT:** In the rare event of booking conflicts or unforeseen maintenance emergencies, we reserve the right to substitute comparable accommodations, provided the guest is not charged a higher rate than the accommodation type originally reserved.

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### **RV/CAMPSITES**

**Check-in and check-out is 11am daily**

**DEPOSIT & CANCELLATION POLICY:** A credit card number with expiry date is required at the time of booking. There is a 7 day cancellation policy; if you cancel more than 7 days prior to your arrival date, there will be no charges. If you cancel within 7 days of your arrival, a one night fee will be processed.

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