



DUTCH LAKE RESORT & RV PARK



Conditions, Policies and Procedures for Cabin Occupancy

*See below for RV/Camping Policies

Thank you for making your reservation with Dutch Lake Resort. Please read the policies listed below and contact our office at 1-888-884-4424 or email info@dutchlake.com if there are any questions regarding your reservation.

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: An advance non-refundable deposit equal to your first night's stay (before taxes) is due at time of booking to guarantee your reservation. Final payment will be automatically charged to the credit card on file 30 days prior to arrival. For reservations made within 30 days of your arrival date, full payment is required at time of booking.

CANCELLATION POLICY: If you cancel your reservation MORE than 30 days prior to your expected arrival date, an amount equal to your advance deposit is forfeited. Cancellations made less than 30 days prior to your arrival will result in forfeiture of the full amount of days booked. In the event that a reservation is altered by either a later arrival date or an earlier departure date, there will be no refund made to charges already put through on your credit card.

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.

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 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.

RV/CAMPSITES

Check-in 12 noon Check-out 11am

DEPOSIT & CANCELLATION POLICY: 7 day cancellation policy for RV/camping; a valid credit card number with the expiry date is required to hold a reservation. Nothing is charged to your credit card at the time of booking. If you cancel your reservation more than 7 days prior to arrival, there will be no charges. If you cancel your reservation less than 7 days prior to arrival, you will be responsible for payment of all days booked.

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