

## ***Reservation Guidelines/Rules: 2007-2008 Season***

### 1. Payment Policy

- All reservations (shareholders, club members, and guests) must be paid in full – as specified in the bylaws
- Reservations taken by phone (or email) will be penciled in for a maximum of one (1) week until payment is received by mail or at the next meeting – after one week unpaid reservations will be removed and beds will be filled.

### 2. Refund Policy (for both Shareholders, Club Members, and Guests):

- Cancellations more than 14 days in advance will receive a full refund
- Cancellations made between 13 - 7 days in advance will receive a refund for food only unless the bed(s) are filled prior to the weekend
- Cancellations made less than 7 days prior to a weekend will receive a refund only if the bed(s) are filled
- The lodge does not need to be full in order to receive a refund - if you cancel the next reservation(s) will fill your cancelled spot(s)
- The lodge will not keep credits for anyone - anyone due a refund will be issued a refund check by the Treasurer
- Refund Rule Exception:
  - Injury resulting in a hospital stay. Guest and guest parties will receive a refund if a member of their reservation party is injured AND requires emergency medical treatment.
- Cancellations of part of a family occupying a family room (one of these scenarios will play out)
  - Remaining family members will be split to maximize occupancy, or
  - Additional guest(s) may be placed to room with remaining family members, if possible (i.e., all of same gender), or
  - Family has option of not receiving refund for cancelled bed(s) in order to keep remaining family members together.

### 3. Advance Reservations

- Advance reservations for club members and guests can be made in the month before the weekend (i.e., December reservations will be taken in starting 12:01am November 1, January reservations will be taken starting 12:01 am December 1, etc.). Payments must be received in accordance with the policy outlined in section 1.

### 4. Family Room Guidelines

- Families requesting family rooms will be accommodated on a space available basis
- Families of less than 4 people will not be placed in a family room unless the lodge is not full
- Families of less than 4 people will be provided the option of purchasing an extra bed(s) in a room at a rate of \$40/weekend (club member rate minus food) to fill an entire room and have their family stay together

### 5. Child < 3 rate clarification

- No change is not occupying a bed – meaning that the four beds in the room are otherwise occupied by paying guests
- Use of this rate could cause a family to be split if they do not have paid reservations for each bed in the room
- A rate for Child < 3 occupying a bed was created (the child 3-12 rate minus the food charge) to help families with infants remain in one room for a reasonable surcharge.