

# Policies:

## 1. Deposit and Final Payment:

A deposit payment equal to one night's rent (TOTAL divided by number of nights) is due at the time of booking, to confirm your reservation. Remaining balance is due 30 days prior to check-in date.

## 2. Cancellation Policy for Individual Small Cabins (Blue Spruce, Cedar Cove, Hemlock Haven):

If you cancel 90 days or more before your arrival date, you will receive a full refund of monies paid.

If you cancel 30-90 days before your arrival date, no deposit refund will be given, but monies paid will be applied to a future stay (rain check) in the same calendar year. No portion of monies paid will be refunded, even if the new reservation total is less than the original. If you are unable to rebook within the same calendar year, all monies paid will be forfeited, UNLESS we are able to rebook the dates for which you cancelled, in which case we will grant you a refund.

Because full payment for your reservation is due by 30 days prior to check-in, if you cancel 30 days (or less) prior to your stay, your full amount paid will be forfeited and is unable to be applied to a future stay. If we are able to rebook the dates for which you cancelled, we will grant you a refund in the amount that you paid.

## 3. Cancellation Policy for Group Lodges (Elk Lodge, Bear Lodge, Firefly Lodge, Deer Lodge):

If you cancel 120 days or more before your arrival date, you will receive a full refund of monies paid.

If you cancel 60-120 days before your arrival date, no deposit refund will be given, but monies paid will be applied to a future stay (rain check) in the same calendar year. No portion of monies paid will be refunded, even if the new reservation total is less than the original. If you are unable to rebook within the same calendar year, all monies paid will be forfeited, UNLESS we are able to rebook the dates for which you cancelled, in which case we will grant you a refund.

If you cancel less than 60 days before your arrival date, all monies paid will be forfeited and are unable to be applied to a future stay. If we are able to rebook the dates for which you cancelled, we will grant you a refund in the amount that you paid.

## 4. Holidays:

Dates surrounding New Year's Day, Valentine's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day will be subject to holiday rates.

## 5. Sales Tax Exemption:

Non-profit organizations may be exempt from sales tax (not motel tax) with presentation of both Proof of Tax-Exemption and organization check or credit card for payment.

## 6. No Pets:

In order to provide cabins for anyone who has pet allergies, we do not allow pets of any kind to stay in our cabins, unless it is a service animal that is ADA-complaint (has been trained to work or perform a certain task for someone). You must notify guest services if you are bringing a service animal.

## 7. No Alcohol:

We have a strict no-alcohol policy on our property and in our cabins as we are a dry facility.

## **8. Smoking:**

No smoking or vaping inside the cabins and lodges. Smoking is only permitted outside. Waste created from smoking must be disposed of in a trash can outside the cabins and lodges, not inside or on the ground.

## **9. Age Requirement:**

18 years of age or older required to make a reservation

## **10. Night Minimum**

TRC rents its cabins/lodges for overnight events only. The minimum rental period is two nights. For guests interested in renting the property for a one-day event, the charges will be equivalent to two nights' rent.

## **11. Check-in & Check-out**

Check-in time: On Sundays, Check-in is any time after 4:00pm EST. Every other day, check in time is any time after 3:00pm EST. Check-out time is at any time before 10:00am EST, sharp, unless you have pre-arranged a late check out with TRC.