



## **Bear Lodge FAQ:**

### **What is the cancellation policy?**

**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 119-60 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 for those nights.

Because full payment for your reservation is due by 60 days prior to check-in, if you cancel fewer than 60 days before your arrival date, all monies paid will be forfeited and will not be allowed to be applied to a future stay. However, if we are able to rebook any of the dates you cancelled, we will grant you a refund for those nights.

### **What appliances/cookware are available in Bear Lodge?**

2 full-sized refrigerator-freezers, 2 dishwashers, 2 microwaves, 2 gas stoves/ovens, 1 industrial-size Bunn coffeemaker with 2-3 coffee pots, and 1 Keurig-style coffeemaker (the latter is not guaranteed), specialty items for group meals – roaster, crockpot, blender, serving pans, etc, and a washer/dryer (bring your own supplies)..

### **Are grills provided?**

Bear Lodge provides a gas grill and a charcoal grill. Propane is provided for the gas grill. Please contact Guest Services if you need it refilled during your stay. You need to bring your own charcoal/lighter/lighter fluid for the charcoal grill.

### **What items are provided for babies in Bear Lodge?**

2 highchairs. We do not provide pack-n-plays or baby gates. There are interior stairs between floors.

### **What A/V is available for meetings/sessions?**

For guests renting Bear Lodge: There is a Roku TV with HDMI input upstairs in the living room of Elk Lodge that many of our groups use for their group sessions. There is a second TV with HDMI input in the downstairs living room.

**Do you offer sound systems or sound technicians?**

Unfortunately, we do not.

**Do you provide tables for our set up?**

The downstairs storage area of Bear Lodge has approximately four 6'x3' heavy brown tables.

Other than those we provide; you would need to rent tables from a local rental company.

**What onsite activities are available for Bear Lodge guests exclusively?**

Pool table, carpetball table, private hot tub

**What is parking like?**

There are approximately 9-12 parking spaces at Bear Lodge. Please inquire with Guest Services PRIOR to bringing a trailer, bus, RV, etc. 10-15 passenger vans are fine.