

The Lodge at Elm Springs Policy Statement

We will do everything possible to make your stay enjoyable. To ensure you will have a very pleasant experience at The Lodge at Elm Springs, we have established the following policies.

Booking Policy: Room rates include double occupancy, evening dessert, and a homemade breakfast. Rates are quoted per night excluding tax (10.5 %). Due to occupancy limitations we do not provide extra bedding, blow up mattresses, sleeping bags, etc. nor allow a third guest to be added to a room. We strictly adhere to our maximum of 2 guests per room.

A deposit of at least 50% is required to secure your reservation. The balance will be invoiced and due no later than 24 hours prior to checking in. *Whole house rentals (all five rooms) must be paid in full 30 days prior to checking in. A cancellation within two weeks of reservation forfeits 50% of the deposit.

Cancellation Policy: Due to our small size, cancellations affect us significantly. A last-minute cancellation gives us little opportunity to rebook your room. For this reason, we uphold a strict cancellation policy.

- No-shows are responsible for full payment of their entire reservation.
- Should you cancel outside 10 days prior to arrival, your deposit will be refunded.
- Cancellations made 10 days or less prior to your scheduled arrival forfeit 50% of the room rate.

Children and Pets at The Lodge: The Lodge welcomes children 15 and older with their parents.

We maintain a pet free environment inside The Lodge and on the property. The only animals allowed on the property are ADA service dogs. The Pine is our service dog friendly guest room. Please notify the owners at the time of booking if an ADA service dog will be accompanying you.

Check-in/Check-out: Check in is between 4:00 pm and 9:00 pm. Arrangements for late arrivals should be made in advance with the owners. Early arrivals are discouraged. Check out is prior to 11:00 am.

Non-registered guests: It is our goal to provide a place of comfort, privacy, and security for all our registered guests. Visitors are permitted at The Lodge only with prior approval of the owners. If you would like to invite a non-registered guest to join you for breakfast there is an additional charge of \$20 per person and notice of at least 24 hours is required.

Smoking and Candle Burning: Due to the log structure of The Lodge At Elm Springs, and for the safety and comfort of all our guests, we do not allow smoking, vaping, fireworks, incense or candle burning in any of the guest rooms, on the decks, or anywhere on the property of The Lodge. Lodge guests who smoke in the house, on the decks or anywhere on the property will be charged a minimum of \$200 to return any room to a non-smoking status.

Alcoholic Beverages: We do not hold a license to resell liquor. Guests may bring wine, beer, or champagne. No hard liquor is allowed on the property. Alcohol is not permitted in the main floor living or dining area. We reserve the right to ask you to leave and your reservation will be forfeited if you do not adhere to this policy.

Owners' Rights: The Lodge at Elm Springs is privately owned and operated. We will not be responsible for guest accidents or injury, or for the loss of money, jewelry, or valuables of any kind.

Property Issues: Any damages, stolen items, or broken items occurring during the stay will be the full financial responsibility of the guest, including anyone traveling with the guest. Please promptly report all spills and/or damages to the owners.

The Lodge at Elm Springs is honored to be your host. We ask that all our guests show respect and courtesy to one another.