

## Mariner's Village - Terms of Use & Policies

Check In Time : After 3.00 PM on the day of arrival as per reservation.

Occasionally and if possible, we allow early check-in with additional fees. No Guarantees though.

Check Out Time : No later than 11.00 AM on the day of the scheduled check out date.

Occasionally and if possible, we allow late check-out with additional fees. No Guarantees though.

CABINs are absolutely Non-Smoking and Pets are not allowed. CABIN reservations would be fully charged after the expiration of eligible cancellation period. We reserve all rights for the same and our decision would be final.

CANCELLATION POLICY: Full charges will apply if:

1. CABIN/LOFT reservation is cancelled after the 6.00 PM CST of the 30th day prior to the date of the arrival.
2. Rooms or Suite reservation is cancelled after the 6.00 PM CST of the 3rd day prior to the date of the arrival. IHSA Reservations are confirmed and due in total. Cancellation is not allowed once confirmed.

OTHER broader policies are as below which may change as per business situation.

ERROR IN QUOTING PRICE - We request your email address to send you an email confirmation with as much details as we can about your reservation. Occasionally, errors occur based on details in communication between caller and our team members and also as per the experience of our employees. We reserve the right to adjust the rates with a prompt notification to you of the occurrence. You can cancel the reservations if you prefer to do so but applicable rates and charges would apply as relevant once the error is communicated to you by phone or via email or both. No refunds would be issued for complains after or during your stay after we notified you of the occurrence.

WAIT LIST - If a wrong email got sent about a Wait List reservation, than it does not constitute an actual reservation. Human Error of this type cannot be fulfilled OR accommodated unless some other room get cancelled. Please follow up to get an actual confirmation.

CREDIT/DEBIT CARD - Valid credit card is needed at check-in regardless of the fact that you may want to pay in cash for your stay. Approval would be secured on this card for incidental, theft, damages or violation of any hotel policies. Use caution in using DEBIT cards as HOLDS do not release soon enough if you decided to pay using other options.

CABIN RELATED - Minimum 2 day stay will be charged unless approved in advance. No housekeeping is provided through out your stay. You can exchange towels and linens at the desk by bringing the used ones. It is guest's responsibility to ensure that cabins are clean and well maintained throughout the stay. Cleaning fees of up to \$ 100.00 may be applied if left messy. Trash bags are to be removed daily and not left outside for any reasons. Failure to return CABIN keys may result in \$ 200.00 in charges. Lock-Outs may result in fees if we have to call the locksmith or any other service provider. Internet access is intermittent and never assured.

CABINS are for paying guests only. Surrounding space may not be used for socialization with non-guests without permission. Additional charges may apply as larger gathering do create need for additional laundry and trash removal expenses. Island may be rented to other parties because of which sidewalks may be in use by the guests on the island. Renting all 5 CABINS does not grant you control of the entire surrounding space.

BUGS - Being close to water and out in the forest areas, bugs are non-preventable regardless of pest control efforts.

PETS - We take pride in being a pet friendly enterprise. No more than 2 Pets under 45 lbs are allowed in select hotel rooms (NOT in Cabins, Banquet Hall or Pool) with a fee of \$ 20.00 per pet per night of stay. Non-Disclosed Pets would result in immediate check-out with full charges for the entire scheduled stay. USD 250.00 or more may be charged for violations. Applicable Taxes would apply.

SMOKING - No smoking is allowed in the Cabins. Smoking is to be limited to designated rooms only or outside of the building premises. USD 250.00 or more may be charged for violations and/or smoking in a Non-Smoking room. Excessive smoking resulting into smell/smoke in the hallways may result into immediate check-out with full charges applied.

POOL - Pool is available seasonally for guests only. We reserve the right to close the pool for any unforeseen reasons or conditions. Consumption of food or liquor is prohibited in the pool area. NO DIVING or RUNNING at all times.

POOL LIFT - Pool lift is to be used by and for the disabled guests only and MUST NOT BE MANIPULATED by anyone else. Keep children away from the lift at all times. It is not a toy. Non-Hotel guests MUST NOT be invited to share the hotel pool.

BREAKFAST - Breakfast is offered in the morning from 6.00AM thru 9.30AM in the breakfast room for paying guests and declared occupants only. It must be enjoyed in the breakfast room only per our Pest Control directives/guidelines. Please do not take food to your room, suite, cabin, pool or outside of our premises.

SECURITY CAMERA - Security cameras are installed at various public areas/places which may or may not be monitored at all times.

OCCUPANCY - Actual Occupancy detail MUST be disclosed at Reservation time and again at check-in. Maximum rated and permitted occupancy is as below. Actual rates vary per occupancy at the time of the stay.

Room with Single bed (2), Double Bed (4),  
Suite (4) & Cabin (4)

Additional charge of \$ 5.00 per person per room per night may apply. Kids under 5 years stay free.

**THEFT or LOSS** - We are not responsible for your valuables within the hotel premises or in the parking lot at any time for any reasons.

**LANDSCAPING** - Enjoy it from a distance. Do not touch the plants or walk on the frames around the plants or stones between the blocks. We are not responsible for injuries of any kind resulting from your actions.

**DAMAGE to Property** - Any damage to our property would result in charges as deemed appropriate per our discretion.

**LOST & FOUND** - We will retain any items found in the hotel rooms for no more than 2 weeks. Please arrange for shipping by sending us a pre-paid box or relevant packaging if you want to have it shipped. Pick-ups by authorized individual is permitted with appropriate notification and ID verification.

**VIOLATION of any hotel policy** - Charges may apply for violation of any of the hotel policies as relevant regardless of them being mentioned above or not.