



Harbor Lights Resort Policies

General

Must be at least 18 years old, have a valid driver's license and credit card to rent a room. If paying by cash, a credit card is still required and may be authorized for \$250 at time of check-in.

Smoking

Smoking is not allowed in any unit per state law. Violation of this policy will result in a \$250 fee per day.

Pets

Unfortunately, we cannot allow pets in any units at this time. We are happy to make recommendations for nearby boarding facilities. Violation of this policy will result in a \$250 fee per day.

Reservation deposit, cancellation and refund policy

Nightly reservations

Applies to nightly stays from May 15th to October 15th

- A one night deposit holds the reservation.
- Balance is due upon check-in.
- Cancellation must be made at least **3 days** prior to the reservation date in order to receive a refund of the deposit. (i.e. must be cancelled by Tuesday for a Friday reservation).
- If cancelled with less than **3 days** from the reservation date, we will make every effort to re-book the room. However, the customer is liable for charges for any days not rented during the reservation period. If all days are re-booked, the deposit will be returned less a \$25 processing fee.
- If a customer fails to cancel and does not show up for the reservation, the deposit will be forfeited and the customer will be liable for any days not rented during the reservation period.
- No refunds will be given for late arrival, early departure or any unused portion of the reservation.

Note: Reservations from mid-October through mid-May do not require deposits but we do request a 24-hour notice for cancellations. (Group bookings, however, require a deposit year-round and have a different set of cancellation policies. Please see details below).

Weekly reservations

Applies to weekly stays between May 15th and October 15th

- \$500 deposit holds the reservation
- Balance is due upon check-in.

- If cancelled before April 15th, the deposit is returned, less a \$50 processing fee.
- If cancelled between April 15th and 45 days prior to the reservation date, the deposit is forfeited unless the week can be re-booked, in which case the deposit will be returned less a \$50 processing fee.
- If cancelled with less than 45 days from the reservation date, we will make every effort to re-book the room. However, the customer is liable for charges for any days not rented during the reservation period.
- No refunds will be given for late arrival, early departure or any unused portion of the reservation.

Group bookings (5 or more rooms)

(Applies to group reservations from May through October)

- The group coordinator must sign a [Group Booking Agreement](#) prior to rooms being held (room block).
- Rooms will be held without deposit up to a date agreed to by management (cutoff date).
- Prior to the cutoff date, individuals should call to reserve their room from the room block and guarantee their reservation with one night's deposit.
- Any rooms not reserved with a deposit by the cutoff date will no longer be held. (Note: The group coordinator would have the option to make a deposit on the remaining rooms to keep them in the block.)
- If the entire group cancels after the cutoff date, Harbor Lights will make every effort to re-book those units. However, the group coordinator will be responsible for any units not rented.
- Individuals needing to cancel from a group booking are subject to our usual cancellation policies outlined above in the nightly or weekly reservations section.
- For all group bookings, a two-night minimum stay is required if reservation includes a weekend or holiday, and a three-night minimum stay if the booking is over July 4th or Labor Day weekend.

Quiet Time

In an effort to enhance the experience of all the guests on our property, we observe an **11pm quiet time** both inside the units and outside on our grounds. Anyone that is responsible for excess noise and disruption to other guests may be held financially responsible for compensation to those impacted.

Maximum Guests per Room

Each room type has a maximum number of guests allowed as stated in the room descriptions online. If the number of guests exceeds the allowed limit, an additional room(s) must be rented. If management becomes aware that the maximum has been exceeded, a fee will be assessed at the discretion of management.

Cleaning

Included in the rental rate, we offer daily cleaning service in all of our units and, of course, a full cleaning at the end of each stay. However, should a unit be left in a condition that requires cleaning services over and above what would be considered normal and customary, the customer will be charged an additional cleaning fee. The fee will be at the discretion of management and will be directly related to the extra time and effort needed to return the unit to rental-ready status.

Parking

(Applies from Memorial Day weekend until Labor Day)

Guests are allowed one vehicle per 1BR unit and a maximum of two vehicles for a 2BR or 3BR unit. All vehicles must be registered at the front office. Also, we are unable to accommodate boats or trailers. Please inquire at the front desk for boat and trailer parking options.