



# HARBOR LIGHTS RESORT

*on Lake Michigan*

## 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 don't accept pets. We are happy to make recommendations for nearby boarding facilities. Violation of this policy will result in a \$250 fee per day.

## Reservations and Cancellations

### Nightly reservations

Applies to nightly stays between May 15<sup>th</sup> to November 7<sup>th</sup>.

- A one-night deposit including tax 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 less a \$25 cancellation fee. (i.e. must be cancelled by Tuesday for a Friday reservation).
- If cancelled with less than 3 days from the reservation date, the deposit will be forfeited, and the customer is liable for charges for any additional days not rented during the reservation period. (Note: we will make every effort to re-book the time to minimize the liability).
- 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 additional 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 November 8<sup>th</sup> through May 14<sup>th</sup> 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 15<sup>th</sup> to October 17<sup>th</sup>.

- A \$500 deposit holds reservation.
- The balance is due upon check-in.

- If cancelled by March 15<sup>th</sup>, the deposit is returned, less a \$50 cancellation fee.
- If cancelled by April 15<sup>th</sup>, the deposit is returned, less a \$100 cancellation fee.
- If cancelled after April 15<sup>th</sup> but more than 45 days prior to the reservation date, the deposit is forfeited unless the full week can be re-booked, in which case the deposit will be returned less a \$200 cancellation fee.
- If cancelled after April 15<sup>th</sup> but less than 45 days from the reservation date, the deposit is forfeited, and the customer is liable for charges for any days not rented during the reservation period. (Note: we will make every effort to re-book as much of the week as possible to limit the liability).
- 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 year-round. Note: Some exceptions may apply during off-peak times.)

- The group coordinator must sign a Group Booking Agreement prior to rooms being held (room block).
- Rooms will be held without deposit up to 90 days prior to the reservation date (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.
- If the entire group cancels with 30 days or less from the reservation 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.

### **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. Also, we are unable to accommodate boats or trailers for the summer months. Please inquire at the front desk for boat and trailer parking options.