

# Terms, Conditions, & Booking Policies

Black River Lodge | Ironwood, MI

The following terms and conditions of Black River Lodge apply to all reservations. By making a reservation, you understand, acknowledge, and agree to our terms and conditions. We are privately owned and operated and have the right to refuse service at any time. Our policies are strictly enforced due to the nature of our small operation as we plan family time, staffing and breaks around our business hours and policies. For that reason, please plan your trips accordingly.

## **Accommodation Overview:**

Private accommodations include all linens/towels for the number of registered guests, small coffee makers, extra blankets/pillows and simple bath amenities. If the unit is equipped with a kitchenette it will have a simple set of pots and pans, utensils and dishes for the number of guests allowed in the unit. Hostel accommodations may or may not include linens/towels based on rate selected. We rarely overfill rooms so please select a room layout that fits your party size. All rooms have a capacity limit and most do not have space to accommodate extra guests or floor sleepers. We also do not accommodate a split (where guests book a room change in the middle of a stay), unless it is the only way to accommodate you or your group due to the lodge being full. Remember... what goes up.. must come down. There is no elevator in this facility. DNR approved firewood is available by request for \$5 per bundle and may be used in fireplaces or our outdoor fire pits unless there is a fire ban.

## **Reservations:**

Advance reservations are recommended and confirmed with a non-refundable \$50 deposit taken at time of booking with a Visa, MasterCard, or Discover. One-night stays require a 100% deposit and are non-refundable. BOOK DIRECT for best rates, service and eligibility to loyalty perks.

Same Day reservations are accepted BY PHONE as our online system has limited same day capability. Same day reservations must be paid in advance at the time of booking with a valid credit card. Due to an overwhelming number of no-shows, we can not make exceptions.

Advertised rates are per night based on maximum occupancy allowed for the room. All rates are subject to 12% tax. Rates vary day to day, season to season, and are subject to change without notice.

Payment in full is expected at the time of arrival by Cash, Visa, MasterCard, or Discover. No checks accepted.

Availability can change at any time during the booking process. If you are unable to find availability for a certain date, please give us a call as vacancies do not always show online.

**Minimum Nights:** Two-Bedroom Suites and Condos have a 2 night minimum. Holidays, special events and some group/retreat dates may be subject to minimum night requirements. Exceptions on minimum nights may be requested 48 hours prior to any given date by calling the lodge (the online system will not recognize this

policy/exceptions, please call). Innkeepers have the right to refuse exception requests. *Please Note:* One-night stays are subject to be moved at any time to a similar unit within the same room class to accommodate longer stays.

**Extra Guests:** Due to unique layouts, please call for prior approval. We may have a better option for you. If permitted, extra guests over age 2 are \$20.00 per person. Please do not try to hide the fact that you have extra guests. This is a small facility, we will know, and fees will be charged without notice.

**IMPORTANT - PLEASE READ:** We are a family run business open BY RESERVATION ONLY. If we do not have advance reservations on any given day, we may take advantage of the free time as a family and close the lodge. While we do value your last minute business and accept walk-in reservations, *we highly recommend calling ahead or booking at least 24 hours in advance.* Otherwise, you may arrive to a closed lodge because we simply didn't know you were coming.

## **Arrivals/Departures:**

**Arrivals:** 3:00PM - 9:00PM CST

**Departures/Check Out:** by 11:00AM CST

**Early Arrivals:** Early arrivals permitted by special appointment only between 1pm - 3pm and are limited based on the housekeeping and Innkeeper schedule. Call for Appointment. Early arrivals made without an appointment, or before 1pm will be subject to a \$35 convenience fee.

**General:** No Late arrivals. No Late check outs. A \$35 convenience fee will apply to the credit card on file, with or without notice, in any of these situations. Guests checking in or out more than 2 hours before/after check in/out will be charged for the full night before/after.

**THIS POLICY IS STRICT & PRICEY, and here's why:** We are not a chain hotel with a staff or 24/7 desk. We are a family who has been running the lodge for several years, living where we work. We have learned over time that in order to be successful hosts for you, we need our personal time too. Plus, we need time between guests/posted hours to clean and maintain the lodge/premises, run errands, conduct business, etc. Our hours are set to meet all of those needs. Naturally, we do understand unexpected things happen, please call us if your running a few minutes behind. We appreciate your cooperation and planning your trip accordingly.

All important business and payment is handled at check in to keep check out a breeze. Please have your ID, credit card, and license plate number (vehicle registration) ready to speed up the check in process. The office closes promptly at 9PM CST. Reservations not checked in by closing (9PM CST) will be considered "no show" and cancelled.

The lodge is located in the Central Time Zone.

## **Cancellations:**

Once confirmed, you are fully responsible for all night's reserved after any applicable grace periods. We cannot accept responsibility for inclement weather, changes in travel plans, illness or injury, family emergencies, etc.

We highly encourage guests to consider purchasing trip insurance in the event a situation arises that impedes your travel plans.

14+ Days:	\$50 Non-refundable Deposit
14 Days - 8 days:	Fee equal to first night (excluding tax/fees)
7 days - Arrival:	Fee equal to 100% room cost (excluding tax/fees)
No Shows:	Fee equal to 100% reservation cost (including tax/fees)

We offer a 48 hour grace period from the time of booking for direct, advance bookings (made 14+ days) to cancel or modify with no penalty.

We will accept 1 date change within the current season to avoid cancellation forfeiture/fees. Lodge must be notified of a date change 48 hours or more prior to original arrival date so that we can attempt to rebook your vacated dates. Reservation will be charged in full upon modification and 100% non-refundable.

Early departures are at your own risk and are handled under our cancellation policy.

In the event of a local, state, or national emergency directly affecting the Black River Lodge or its operation:

1. Cancellation of reservations booked prior to the official declaration and with arrival dates within the declaration period will be given the option to modify dates to a later time or refunded in full.
2. Cancellation of reservations booked after the official declaration and with arrival dates within or outside of the declaration period will follow standard cancellation policies and procedures.

## **Registered Guests:**

We are bound by various rules and regulations. With that, only registered guests of Black River Lodge are allowed on the property, may use the facilities and/or stay overnight.

## **Housekeeping:**

We do the best we can to provide a tidy, clean environment. Pack in and pack out rules apply here! Staff is limited and we appreciate your concern with cleaning up after yourself in the common areas, pool, etc.

Basic daily housekeeping is provided in all rooms, usually between the hours of 10am - 3pm and usually includes trash removal, towel replacement, and a general make of the bed (if there are no personal belongings on the bed). Fresh sheets may be requested in dire situations for an extra laundering fee.

Rooms with unoccupied pets do not receive daily service for everyone's safety (but are encouraged to let us know if you are in need of something). Please be sure to review our pet policy regarding what is expected.

Don't be responsible for a public health crisis. Please notify us if at any time you or another member of your party becomes ill in your room, or has a communicable disease, so that we can take extra precautions to sanitize the room for the next guests.

## **Damages:**

Your guest room in the Lodge will be inspected for property damage after check-out, including broken furniture/amenities, missing amenities, heavily-soiled linens or towels, carpet stains/burns, etc. We reserve the right to seek payment for any expenses incurred for repair and/or replacement, and charge the credit card on file if necessary. Fees will also be assessed for the time necessary for taking the room "out-of-service" while we remedy the issue, plus upgrade fees of other guests (current and future) who have to change their reservation due to the situation.

You are responsible for any damages on the general premises (common areas, pool, bar, etc.) or property incurred by you or anyone else in your party and your credit card will be charged an appropriate amount after the damages have been assessed. This again includes closures due to damage done by you or anyone in your party.

**Excessive Noise and/or Misconduct Policy:** If any of our Lodge guests demand a refund due to excessive noise and/or misconduct by you or anyone else in your party, you will be held responsible to pay the amount that was refunded to them. The credit card on file will be charged that amount. Excessive noise also includes barking dogs.

## **Non-smoking/Cannabis Policy:**

Black River Lodge is a non-smoking facility with the exception of outside areas. For your convenience, butt containers are available in designated areas outside of the lodge.

Michigan is now a cannabis friendly state. Enjoy responsibly! BRL is "420 friendly" in OUTSIDE AREAS only... in fact, we have some great trails out back for you to take a safe nature walk. There is absolutely no smoking inside the lodge or rooms at any time. Strong, air tight containers required if you plan to bring it in with your baggage.

We work hard to maintain a high level of cleanliness in our guest rooms. We are not only a family friendly establishment, but strong smells can be bothersome to us and many guests. Please don't be "that person" who thinks they can get away with it. We will know and the following will apply:

Any room that smells of smoke, cannabis, excessive perfume, essential oils, spices or other strong odors will be assessed a \$75 cleaning fee, PLUS a minimum of TWO "out of service" nights at the marketed rate to cover time required to properly clean & air the room for future reservations. Addl. nights may be added if smell does not resolve within the standard period. Upgrade fees of other guests (current and future) who have to change their reservation due to your negligence will also be your responsibility.

**TERMS & CONDITIONS DISCLAIMER: Terms & Conditions are subject to change at any time, for any reason, as deemed necessary, with or without notice by the Innkeepers/Management.**