

DEERHEAD MOUNTAIN RESORT POLICIES

- Reservations: \$200 Refundable Security Deposit is required to book reservation dates.
- Payment Method: Major credit card deposit of 50% rent is due 2 weeks prior to check-in date. (Visa, MasterCard, Discover, & American Express)
- Check-in 3:00 p.m. to 6:00 p.m. Central Time (Please call to arrange for late arrivals).
- Check-out by 10:00 a.m. Central Time (If our schedule allows, late checkout possible with pre-approval).
- Non-smoking establishment.
- Children who like to explore are welcome to come with their parents.
- Fish Pond: Catch and release fishing in the spring-fed pond with artificial bait, worms or crickets only. No minnows or fish bait allowed.
- A completed & signed rental agreement is due the day of deposit.
- Pet Friendly: \$50 one-time fee per pet (Please contact us for pre-approval).
- Hunting or ATV riding by our guests is not allowed on our property.
- Free local calls.
- Free supply of firewood provided.
- Free propane gas for grill.
- A starter supply of paper goods are provided, as well as general cleaning supplies.
- All linens and towels provided for cabin use only.

DEPOSITS, PAYMENTS & RENTAL AGREEMENT: A Refundable Security deposit of \$200 will secure your reservation with us. Please call us with your credit card information as soon as you are sure of your dates. A rental agreement will be emailed to you: please fax, scan or mail back the agreement to us within 48 hours. Once your reservation is secure, 50% of the total rent via major credit card is required two (2) weeks prior to your check-in date. The balance of the rent will be charged to your major credit card the day of your arrival.

Your refundable security deposit will be credited back to your account within two (2) weeks of your check-out as long as conditions of rental agreement are met. If these conditions are not met, we reserve the right to retain the security deposit. We ask guests to follow a simple check out list before leaving (take all garbage with you, put dishes in dishwasher, clean food areas, etc.).

CANCELLATION POLICY: We are a small family operation and unable to absorb the costs of cancellations. Cancellations that are made more than thirty (30) days prior to the arrival date will receive a full refund less a \$10.00 transaction fee. A minimum fifteen (15) day notice is required for cancellation. Refund of paid rent and fees will be given less a 10% fee to cover the cost of credit card processing charges. Cancellations made less than fifteen (15) days prior to the arrival date (including early check outs) are non-refundable. We understand emergencies happen and recommend that you take out travel insurance for this possibility. We appreciate your understanding. Monthly reservation cancellations or changes resulting in a shortened stay must be made within thirty (30) days.