

Policies of Ponderosa Lodge

Check in time is 3:00 PM (If arrival time is after 7:00 PM please call office)

Check out time is 11:00 AM

Required Deposit

Ponderosa Lodge requires a deposit to be charged at the time of reservation. This deposit is equal to the total cost of a one (1) night stay or 50 % of the cost for stays longer than two (2) nights.

(This deposit includes room rate plus tax).

The remaining balance for your reservation total will be due upon arrival/check-in. Payment for rooms may be made through cash, money order or credit/debit card (Visa, Master Card or Discover).

Cancellation, Early Departure, No Shows

If notice of cancellation is given more than 30 days before the first day of your reservation, the deposit will be refundable (minus a \$35 cancellation fee). If notice of cancellation is given less than 30 days before the first day of your reservation, the deposit is forfeited in its entirety. Cancellations within 7 days of arrival date require full payment.

Ponderosa Lodge reserves the right to refund any fees based upon resale of cancelled reservations.

For no-shows, the entire reservation will be charged to the credit card on file.

There are no refunds for early departure, weather, voluntary or otherwise.

Minimum Stay:

We prefer, and reserve the right to require, a 2-night minimum stay during our Peak Season (May through October).

Some Holidays are EXCLUDED from our standard rates and require 3 night minimums.

Pet Policy:

We DO NOT allow pets on property.

Smoking Policy:

We DO NOT allow smoking in our guest rooms. All our guest rooms are non-smoking. Guest's credit card will be charged a \$250.00 cleaning/sanitizing fee if their unit has been smoked in.

Guests can smoke on property as long as it is away from the buildings, outdoor decks and outdoor gas fireplaces.

Guest Room Keys:

Room key(s) will be given to guests at check-in. If any keys are lost or taken, a \$20.00 fine will be charged to the credit card on file.

Additional Guests and Children:

Our room rates are based on a maximum occupancy of two (2) guests for all single queen guest rooms, and four (4) guests for double queen guest rooms. In the event of an additional guest, an additional \$10 fee per night will be charged.

Ownership reserves the right to refuse accommodations based on exceeding posted occupancy limits (two for single bed room, four for double bed room).