

UP NORTH LODGE CABINS POLICIES

We at the Up North Lodge Cabins will strive to provide an exceptional experience for all new and return customers, as we partner with the Up North Lodge & Up North Lodge Wedding and Event Center. Giving each guest a feel of the real UP experience.

PAYMENTS & CHARGES

Payment will be charged in full to your credit card at time of booking. There will be a 6% sales tax along with a 4% credit card fee applied to bill, and a 5% hospitality fee that is paid to our Tourism Council. We are a cashless business, and you will need to please be prepared to pay by credit card when making your reservations.

CANCELLATION, REFUNDS, AND CHANGE POLICY

I understand and agree that Up North Lodge Cabins does not give credit or refunds due to the discomfort of nature. Up North Lodge Cabins refund policy varies, depending on the timing of the cancellation notice in advance of the reservation date, as follows:

Change Policy:

Changes to reservation dates (arrival or departure) can be made by calling the reservation number, 906.360.7069 - Guest is responsible for any resultant difference in rates.

Cancellation Policy:

3+ WEEKS (22 Days+): FULL REFUND minus \$25 cancellation fee.

2-3 WEEKS (15-21 days): 50% of reservation refunded and 50% of reservation issued in cabin credit.

<2 WEEKS (14 days from date of arrival): Full reservation forfeited.

Cancellations by email, voicemail, or direct messaging are not acceptable. The only approved cancellations are direct personal contact by phone or in person. Office hours are 10am to 10pm Eastern Time daily. Phone: 906.360.7069

Cabin Credit can be redeemed for one year from the issued date and can be applied toward a future cabin rental.

Refund Policy:

Refunds are prohibited for change in weather conditions, voluntary departure, or evictions. Any refund processed will be refunded in the same form that it was originally paid, or a reservation credit can be issued towards a future stay to be used within one year from the date the reservation credit was issued. All refunds processed via credit/debit card will be processed back to the original credit/debit card used, no exceptions.

CHECK IN/CHECK OUT

All new guests and visitors must check in at the Restaurant, you will be able to pick up your parking passes and keys. Check in time is 3pm and check out time is Noon. We will offer a 1 time, 2-hour maximum late check out rental fee, \$50 per hour. Guests are welcome to register between the hours of 10am-10pm. If you plan to arrive after 10pm, please contact us at 906.360.7069 for information on how to register and check in after hours. Guests must be 21 years of age and have a credit card by their own name, to rent a cabin. Check out will require you to return the cabin keys to the restaurant, a staff member will have a check out card and sign off on the return of the keys.

ROOM CHARGES AND DAMAGE

When you book with us, our system keeps your credit card on file to cover any room charges and damage. Damage to furniture, linens and other property will be assessed and then billed to the customer at our replacement cost, which may include labor costs. We will always be transparent in our communication about damage to the rooms. Keep in mind that excessively soiled linens, carpets and furniture will be included as damage.

OCCUPANCY

Occupancy numbers are based on local fire regulations and help keep all our guests safe. Each cabin has a designated head count, and this must be abided by, if the number of guests exceed the limit there will be an additional charge. Please remember this is for everyone's safety.

PARKING

Vacations should be stress-free and for that reason, you get 2 spots to park right by your cabin (or super close). Please do not park on the grass or in the common hangout area. Please do not block other guests, additional vehicles or trailers can be parked in the gravel area by the Event Center. By parking a vehicle at our facility, you (and your guests) are doing so on your own accord. The Up North Lodge Cabins or Up North Lodge Property affiliates do not take responsibility for or accept liability for damage, accident or loss to your vehicle or personal property.

SMOKING

Breathe easy. All cabins are Non-Smoking. This applies to both traditional smoking methods and all electronic delivery systems, including vapes, vaporizers, vape pens, hookah pens, electronic cigarettes (e-cigarettes or e-cigs), e-pipes, and any variations of the foregoing regardless of the product's name. Any smoking in the cabin or strong lingering smoking/vaping scents will result in a \$500 cleaning fee. If you would like to smoke, you may do so outside by the bonfire pit area, provided it is not disturbing other guests.

PETS

Pets are welcome but must always be in control. A limit of 2 dogs allowed for the designated cabins. Please always keep your dogs on a 6-foot leash and contain them in your cabin at night. There will be a \$100 per stay refundable cleaning/damage deposit per stay and a \$25 per night pet fee, pets are required to be in be kenneled while guests are away. You will be responsible for anything you pet damages or destroys. All pet spoils must be cleaned up immediately. A \$25 fine will be applied if any pet soiled areas are not cleaned up at your cabin area upon checkout.

SPEED LIMIT

Our access road is not a through way and has a maximum speed limit of 5 miles an hour.

PERSONAL CONDUCT

Please be considerate of others and refrain from foul language. Always keep radio volume low and observe event quiet hours of midnight-8am. No drunken or disorderly conduct will be allowed; remember we have neighbors!

CLEANING FEE

Excessive cleaning fee for cabins will result in a \$50 charge. Damages to cabins will be charged for the actual cost of the repair. Pet Cleaning Fee is an additional \$25.

TRASH

Please put any trash into the cans outside the cabins door, please do not leave out for the animals to get into. Our staff will dispose of trash in allocated dumpster.

FIREWOOD

Fires are permitted in designated fire rings only. Outside firewood is prohibited, as invasive insects are a constant threat to Michigan's forests. Firewood bundles are available at the bonfire location.

FIREARMS AND FIREWORKS

Guests must obey all federal, state, and local laws regarding the ownership and possession of firearms. Firearms are not permitted in any property buildings or common areas. The discharge of fireworks, firearms, BB guns, air guns/rifles, or similar devices is strictly prohibited.

This property is privately owned. Management reserves the right to refuse entry. Management assumes no liability for loss or damage to property and injury to his person or camping party arising out of the use of its facilities.

Campers, renters and all other users of this property are liable for property damages.

All guests must comply with all federal, state and local laws. Violators of these rules may be evicted without refund.

Up North Lodge Cabins

1020 W Shag Lake Rd, Gwinn, MI 49841, USA

[\(906\) 360-7069](tel:(906)360-7069)

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