

## 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.

### 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.