

## **CHECK-IN TIME, CHECK-OUT TIME, AND LATE ARRIVALS**

- Check-in time is after 3:00 pm
- If you plan to arrive after 9:00 pm, please call us at 707-938-8510 so that we may coordinate your check-in which will occur at the Saloon and is available for check-in until 1 am. After that hour, arrangements can be made for a later check-in with hotel reception staff.
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- Check-out time is 11:00 am

## **DEPOSIT AND FEES**

- A deposit of one night's room rate, plus hotel (14%) will be charged when the reservation is made.
- Extended stays of 5 days or more, a deposit of 50% of the entire stay plus tax will be charged to secure a reservation.

## **CANCELLATION/CHANGE POLICY**

- The Jack London Lodge is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled or modified 7 days hotel time, prior to your arrival date, in order to not being charged for the number of nights the reservation was secured for. If reservations are cancelled less than 7 days before the arrival date, or you fail to arrive, you will forfeit the deposit and your credit card may be charged for the nights that we are unable to book as a result of your cancellation plus taxes.
- Extended stays (minimum of 5 days) are subject to a 14-day cancellation policy before the date of arrival. Cancellation within the 14 days of arrival, will forfeit 50% of the entire amount of the stay plus tax.
- Once checked-in, early departures are charged for the entire length of the original reservation.
- Should you need to cancel or modify your reservation, please call us at 707-938-8510

## **GROUP RESERVATIONS**

- Five or more rooms traveling together will constitute a group reservation. Group reservations may require payment at the time of booking and are subject to a 30-day cancellation policy. These policies supersede policies show on an individually booked reservation.

## **ROOM BLOCKS**

- Event blocks are subject to a minimum of 30 to 90 days release date depending on when the block was reserved. Rooms held within the block after the release date will be guaranteed with a valid credit card for the amount of days the block was contracted for.

## **HOLIDAY OR SPECIAL EVENT PERIODS**

- Reservations during special event or holiday periods are subject to a longer cancellation policy, which will be stated in the confirmation. Should you not cancel your reservation within the specified timeframe, you will be charged for all nights of your original reservation.

### **RESERVATIONS MADE THROUGH ONLINE THIRD-PARTY AGENCIES SUCH AS BOOKING.COM**

- We highly recommend that you reserve directly with the lodge to receive the best rate available
- Should you need to cancel your reservation, you must do so through their website.
- Please call us (707-938-8510) should you have any questions regarding your reservation.

### **SMOKE-FREE ROOMS**

- There is a significant room recovery fee for guests who do not comply too our NO SMOKING POLICY. In order to cover the extensive cost of restoring guest rooms to a smoke-free condition, there will b a \$300 fee added to your folio. Once on the property, our front desk staff can advise on where smoking can take place.