

# THE WHITE MOUNTAIN LODGE

## POLICIES

- Minimum 2 night stay
- One night stays may be granted upon request with an additional cleaning charge
- 3 night minimum stay over holiday periods year round
- Check-in: after 3:00 p.m. Check-out: by 10:30am – Additional \$25/hour charge for late check out until 12:30 p.m., then additional full-day charge applied with 7.05% tax.
- Prices stated are for two people - each additional person \$10.00/per night. No charge for children under 2 years.
- 7.05% tax not included in pricing and will be added to credit card at time of charge.
- Deposit equal to 50% of total reservation, minimum of 1 night's rental. Deposits are credited to the last day(s) of reservation period.
- Cleaning fee of \$150.00 for groups of 12 or more.
- Visa, MasterCard, and Discover cards accepted.
- Cancellations:
  - Single Suite Reservations - One night deposit / guarantee will be charged at the time the reservation is made. Cancellations made within 30 days of the reservation will be fully refunded less a \$50 processing fee. Cancellations made less than 30 days will be charged the full amount of the reservation unless the suite is re-rented. Reservation balance will be charged 30 days before arrival date.
  - Holiday reservations will require a 50% deposit of the total charges and must be cancelled within 60 days of the reservation for a full refund less a \$100 processing fee. Cancellations made less than 60 days will be charged the full stay unless re-rented. Reservation balance will be charged 30 days before arrival date.
  - Multiple Suite Reservations - Reservations will require a 50% deposit of the total charges and must be cancelled within 60 days of the reservation for a full refund less a \$100 processing fee. Cancellations made less than 60 days will be charged the full stay unless re-rented. Reservation balance will be charged 60 days before arrival date.
- Cancellation due to bad weather or natural disaster: We recommend that guest purchase travel insurance to cover unforeseen circumstances including travel interruption. We do not guarantee weather conditions and are not responsible for travel restrictions or other circumstances beyond our control. Travel insurance is



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## POLICIES CONT.

available through independent carriers.

- Prices subject to change without notice.
- Inn-keeper may or may not be present at the time of your stay. Units are fully stocked, however, should a need arise, please call 520-977-0452 or 520-907-1812 and we will make every attempt to service you.
- Thirty minutes of long distance in the continental 48 states is provided at no charge per stay. Additional minutes will be billed to your credit card.
- NO smoking in Lodge
- NO pets inside or outside Lodge
- NO ATV's - ATV's may be trailered on and off site only
- NO Recreational Vehicle parking
- NO barbecuing except in designated areas, propane BBQ located on back porch
- NO open fires

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## PROCEDURES

Entry keypads control access. Your access keycodes were given to you at the time of payment. These codes will only be active during your reservation period and eliminates the need for “check-in/check-out” and keys. Keep the codes with you at all times as the exterior doors lock automatically when shut.

Please do not leave doors or screen doors open, as critters have been known to sneak into the lodge.

Rooms are equipped with wireless internet, phones, DVD/VHS, and satellite televisions.

Wall thermostats control the gas fireplaces in each room. Simply adjust the temperature for fireplace to start (takes about 30 seconds to come on once thermostat is raised).

Please close suite/room windows when leaving for extended periods of time as summer thunderstorms can be intense and water damage can occur through open windows.

Calls may be received by dialing 928-735-7744 and listening for the auto attendant.

For your convenience a phone with local service is provided in each suite. Thirty minutes of long distance in the lower 48 states is provided at no charge per stay, however additional minutes will be billed to your credit card. A calling card may also be used for long distance calls. Cell phone reception is limited. Verizon reception is available between the White Mountain Lodge and the Greer Glen Lodge by the apple tree.

**Dial 8** for an outside line before dialing number when using the lodge phone.

If something important is needed during your stay, please call 520-977-0452 or 520-907-1812.

Springerville is a 12 mile drive to the east on 260 to Eagar/Springerville and has grocery, gas, and medical services.

**Before Leaving** – You, the guest, are responsible for the following:

- 1) empty trash to enclosed dumpster on west side of lodge**
- 2) lower thermostat to 50 degrees**
- 3) wash any dirty dishes and leave to dry**
- 4) turn off lights.**

Thank You!