

Plum Gate Resort Policies

Deposit Policy

Weekly reservations: \$500/week/cottage for new reservations. \$300/week/cottage for repeat reservations made for the following year.

Nightly reservations: 50% of total reservation/per cottage.

All rates do not include sales tax. Rates subject to change without notice.

Your deposit will confirm your reservation. The remaining balance is due during your stay.

Reservation Fee Policy

To hold a unit for the following season there is a \$200 non-refundable, non transferable fee. This is separate from the deposit. This fee will be deducted from the balance due at the end of your stay or transferred to the following year's reservation. This fee is not applicable to any reservations made after January 1st for the current year.

Cancellation Policy

Due to our intimate size and seasonal business, cancellations can significantly affect us. As a result, we adhere to a strict cancellation policy. Please note: There are no exceptions to our cancellation policy, whether it be for reasons of illness, family emergency, travel or weather difficulties. We strongly recommend the purchase of travel insurance. Thank You.

Reservations Memorial Day weekend - Labor Day weekend, as well as holidays & special events:

Cancellation notification must occur no later than Apr 1st of the current year of reservation. Your deposit will be refunded IF we are able to fill the vacancy, less a \$100 processing fee and any cost discrepancies. Otherwise the deposit is non-refundable and non-transferable. We are unable to offer partial refunds for late arrivals or early departures.

Reservations not included in the dates above:

Cancellation notification must occur no later than four weeks prior to arrival. Your deposit will be refunded IF we are able to fill the vacancy, less a \$100 processing fee and any cost discrepancies. Otherwise the deposit is non-refundable and non-transferable. We are unable to offer partial refunds for late arrivals or early departures.

Methods of Payment

Money order, check or cash ONLY are accepted for payment.

We do not take credit cards for reservation payment! However, all reservations do require a valid credit card on file to be used only for last minute bookings & any incidentals (see extra costs below).

Cabin selection

While we will make every effort to keep you in the cabin you reserved, we do reserve the right to change cabins for those staying less than 7 days, to accommodate those staying longer stays. We guarantee if you have reserved a two bedroom you will get at least a 2 bedroom unit. If we do need to relocate you, we will notify you.

Extra Charges

When making reservations at Plum Gate Resort, you are agreeing that you are aware that charges will be applied for reasons that cause additional costs beyond the reservation amount. Reasons such as (but not limited to): bounced checks, not recycling, damages to property, and excessive cleaning beyond normal. If such reasons are discovered after your departure, they may be applied to your credit card on file.

Recycling

To keep our costs down and to be environmentally friendly, we do require recycling. Rules are posted in the cottages and designated containers will be provided. The following fee will apply to those not adhering to those rules: \$10/night plus \$50/stay for each repeat offense.

Boats

All units have a rowboat with lifejackets to use on Plum Lake. Motors are not included, but can be rented from various shops in the area with pick up and drop off by user. It is highly recommended that you reserve them ahead of time.

If you have your own boat, it can be launched at our resort and docked at our piers or on the designated shoreline area. Bumpers are required for personal boats. We are not responsible for any damages to your boat or our piers.

Please note that we arrange boat parking according to boat size and ask for everyone's cooperation in this matter. We also ask that once everyone is settled into their spot, they use the same spot throughout their stay.

Pets

Well behaved pets are welcomed! There is a \$20/day/pet charge. Please take note of the following:

- Please keep your dog on a leash at all times.

- Owners are responsible for cleaning up behind their dog at all times.
- Consider other guests and keep barking to a minimum.
- If your pup is a furniture user, please bring covers (fitted sheets work well). You will be charged an extra vacuuming fee if we have to vacuum pet hair from the furniture, in yours and an additional dog fee if we have to do so in other family and friends cottages.
- Dog owners are responsible for the acts and conduct of their animal at all times while on Plum Gate Resort property.
- Dog owners assume all risks and damages related to the use of their pet on Plum Gate Resort grounds and any buildings.

Arrival & Departure Times

- Arrival time: 3:30
- Departure time: 10 AM or earlier.
- **Please be patient on arrivals in the summer, as help has been very limited.**
- Since we do not have 24 hour front desk service all arrivals after 7p need to contact the resort prior to arrival day.

What you should bring

- Paper Towels & Toilet Paper (we do provide your first roll)
- Sheets (We recommended bringing flat sheets or sleeping bags. Pillows with cases & blankets are provided)
- Extra bath towels (we do provide some, but daily cleaning service is not provided)
- Beach towels (we prefer resort towels not to be used outside)
- Rags (for major messes & we prefer you not shine your boat with our towels ;-))
- Personal toiletry items (we do provide dish soap & hand soap, but not bath soap)
- Your comfy fold-up lawn chairs (we do provide some outdoor chairs throughout the resort)
- Charcoal and lighter fluid if you plan on grilling (inquire with us for some that might have been left previously)
- Boat bumpers if you are bringing your personal boat (we are not responsible for damages to your boat)
- Fishing rods, tackle, nets and minnow buckets if you are planning to fish (we are not responsible for fish not caught...lol)

Update March 28, 2022

Contact:

Questions about the Terms of Service should be sent to us at stay@plumgateresort.com or (715) 542-2224