

Hotel Policies & Procedures

CHECK IN

Check-in begins at 4pm. Guests are welcome to arrive as early as Noon to pre-register for the room and begin enjoying our Cave Arcade and all of the on-site amenities, until the room becomes available. We cannot provide any sort of luggage check before your room becomes available.

CHECK OUT

Check-out time is 11am. Guests are welcome to utilize all onsite amenities the entire day of departure. We also cannot provide a luggage check during this time and all belongings are required to be out of the room prior to the 11am check-out time.

AGE POLICY

Registered guests must be twenty-five (25) years of age or older to check-in to the Vacation Villas or and Luxury Cabins and must be twenty-one (21) years of age or older to check-in to the Lodge Rooms.

EARLY CHECK-IN

We cannot guarantee early check-in. Your check-in time is based upon availability of rooms prior to 4pm. Guests are welcome to arrive as early as Noon to pre-register and access our on-site amenities until the room is available.

LATE CHECK-OUT

Late check-outs are granted based upon availability. We cannot provide information on the availability of a late check-out until you arrive on property for check-in. Late check-outs typically require an additional fee.

DEPOSIT POLICY

A deposit is required in the amount of the first night's room rate plus taxes which is due at the time of booking your reservation. Please allow up to 24 hours for processing of your credit card. Any remaining balance will be due at the time of check-in.

CANCELLATION POLICY

All reservations cancelled prior to 3 days (72 hours) of their arrival day will forfeit \$25 (plus taxes) of the initial deposit. All reservations canceled within 3 days of arrival will forfeit the entire initial deposit of the first night's room rate plus taxes. Certain promotions may require a non-refundable deposit.

SMOKING

Smoking is not permitted in any lodge rooms, cabins, villas or public areas of the resort. In accordance with the Illinois State Law, smoking is only prohibited 15 feet away from all resort entrances.

INCIDENTAL DEPOSIT

The rental procedure for Vacation Villas and Luxury Cabins requires an incidental deposit of \$500 along with room rental rate. Use of a credit or debit card is required for the incidental deposit and

cash deposits are not accepted. The use of a debit card will directly affect the funds of your checking account and may be held by your bank up to 30 days following your departure.

PAYMENT OPTIONS

We accept Visa, MasterCard, Discover, American Express or cash. We do not accept personal checks. We will not accept payment for the rental of a Vacation Villa or Luxury Cabin from anyone under the age of 25. We will not accept payment for lodge rooms from anyone under the age of 21.

PETS

Pets are not permitted on the property with the exception of service animals. Contact our guest services team directly for nearby pet accommodations and information. Infractions to this rule will result in additional fees.

PARKING

On-site parking is provided for all accommodations. Vacation Villas and Luxury Cabins are limited to 2 vehicles per unit that can be parked outside. Large vehicles, boats, RV's and semi-trucks must park in main lot and are not permitted in the cabin/villa parking lots and driveways. All additional vehicles staying in Vacation Villas or Luxury Cabins must park in the main parking lot.

ROOM RATES

Rates quoted via internet or phone conversation are based on the time of the year and the number of guests indicated at the time of desired arrival. Any additional guests above the number indicated on the reservation confirmation will result in a \$20/per person increased rate. All room rates are subject to availability and may change at any time.