

Terms, Conditions, & Booking Policies

Black River Lodge | Ironwood, MI

The following terms and conditions of Black River Lodge apply to all reservations. By making a reservation, you understand, acknowledge, and agree to our terms and conditions. We are privately owned and operated and have the right to refuse service at anytime. Our policies are strictly enforced due to the nature of our small operation and we plan family time, staffing and breaks around our business hours and policies. For that reason, please plan your trips accordingly.

Availability can change at any time during the booking process. Your reservation is confirmed when you receive an email confirmation.

Accommodation Overview:

Accommodations include all linens/towels for the number of registered guests, small coffee makers, extra blankets/pillows and simple bath amenities. If the unit is equipped with a kitchenette it will have a simple set of pots and pans, utensils and dishes for the number of guests allowed in the unit. We rarely overfill rooms so please select a room layout that fits your party size. All rooms have a capacity limit and most do not have space to accommodate extra guests or floor sleepers. DNR approved firewood is available by request for \$5 per bundle and may be used in fireplaces or our outdoor fire pits unless there is a fire ban.

Reservations:

Advance reservations are recommended and confirmed with a non-refundable \$50 deposit taken at time of booking with a Visa, MasterCard, or Discover. One-night stays require a 100% deposit and are non-refundable. BOOK DIRECT for best rates, service and eligibility to loyalty perks.

Same Day reservations are accepted BY PHONE ONLY as our online system does not have same day capability. Same day reservations must be paid in advance at the time of booking with a valid credit card - due to no-shows, we can not make exceptions.

Advertised rates are per night based on maximum occupancy allowed for the room. All rates are subject to 12% tax. Rates vary day to day, season to season, and are subject to change without notice.

Extra Guests: Due to unique layouts, please call for prior approval. We may have a better option for you. If permitted, extra guests over age 2 are \$20.00 per person. Please do not try to hide the fact that you have extra guests. This is a small facility, we will know, and fees will be charged without notice.

Minimum Nights: 2 bedroom suites and townhouses have a 2 night minimum. Holidays, special events and some group/retreat dates may be subject to minimum night requirements. Exceptions on minimum nights may be requested 48 hours prior to any given date by calling the lodge (online system will not recognize this policy/exceptions, please call). Innkeepers have the right to refuse exception requests.

Payment in full is expected at the time of arrival by Cash, Visa, MasterCard, or Discover. No checks accepted.

If you are unable to find availability for a certain date, please give us a call as vacancies do not always show online.

IMPORTANT - PLEASE READ: We are a family run business. If we do not have advance reservations on any given day, we may take advantage of the free time as a family and close the lodge. While we do value your last minute business and accept walk in reservations, *we highly recommend calling ahead or booking at least 24 hours in advance.* Otherwise, you may arrive to a closed lodge because we simply didn't know you were coming.

Arrivals/Departures:

Arrivals: 3:00PM - 9:00PM CST. Please plan accordingly!

Departures/Check Out: by 11:00AM CST.

General: No early arrivals, No Late arrivals. No Late check outs. A minimum \$50 fee will apply to the credit card on file with or without notice in any of these situations. Guests checking in or out more than 2 hours before/after check in/out will be charged for the full night before/after.

THIS POLICY IS STRICT & PRICEY, and here's why: We are not a chain hotel with a staff or 24/7 desk. We are a family who has been running the lodge for several years, living where we work. We have learned over time that in order to be successful hosts for you, we need our personal time too. Plus, we need time between guests/posted hours to clean and maintain the lodge/premises, run errands, conduct business, etc. Our hours are set to meet all of those needs. Naturally, we do understand unexpected things happen, please call us if your running a few minutes behind. We appreciate your cooperation and planning your trip accordingly.

All important business and payment is handled at check in to keep check out a breeze. Please have your ID, credit card, and license plate number (vehicle registration) ready to speed up the check in process. The office closes promptly at 9PM CST. Reservations not checked in by closing (9PM CST) will be considered "no show" and cancelled.

The lodge is located in the Central Time Zone.

Cancellations:

Once confirmed, you are fully responsible for all night's reserved after any applicable grace periods. We cannot accept responsibility of inclement weather, changes in travel plans, personal sickness or injury, family emergencies, etc. We highly encourage guests to consider purchasing trip insurance in the event a situation arises that impedes your travel plans.

14+ Days:	\$50 Deposit
14 Days - 8 days:	Fee equal to first night (excluding tax/fees)
7 days - Arrival:	Fee equal to 100% room cost (excluding tax/fees)
No Shows:	Fee equal to 100% reservation cost (including tax/fees)

We offer a 24 hour grace period from the time of booking for all direct, advance bookings (made 14+ days) to cancel or modify with no penalty.

We will accept 1 date change within the current season to avoid cancellation forfeiture. Lodge must be notified of date change within 48 hours of original arrival date. Reservation will be charged in full upon modification and 100% non-refundable.

Early departures are at your own risk and fall under our cancellation policy.

Registered Guests:

We are bound by various rules and regulations. With that, only registered guests of Black River Lodge are allowed on the property, may use the facilities or stay overnight.

Housekeeping & Damages:

Basic daily housekeeping is provided on all rooms in the lodge, usually between the hours of 10am - 3pm. Rooms with unoccupied pets, and townhouses do not receive daily service (but are encouraged to let us know if you are in need of something).

Please notify us if at any time you or another member of your party becomes sick in your room so that we can take extra precautions to clean and sanitize the room.

Your guest room in the Lodge will be inspected for property damage after check-out, including missing amenities, heavily-soiled linens and carpet stains. We reserve the right to seek payment for any expenses incurred for repair or replacement.

Excessive Noise and/or Misconduct Policy: If any of our Lodge guests demand a refund due to excessive noise and/or misconduct by you or anyone else in your party, you will be held responsible to pay the amount that was refunded to them and your credit card will be charged that amount. You will also be held responsible for any damages on the property incurred by you or anyone else in your party and your credit card will be charged an appropriate amount after the damages have been assessed. This includes Room closure due to property damage by you or anyone in your party. Excessive noise also includes barking dogs.

Non-smoking/Cannabis Policy:

Black River Lodge is a non-smoking facility with the exception of outside areas. For your convenience, butt containers are available in designated areas outside of the lodge.

Michigan is now a cannabis friendly state. Enjoy responsibly! BRL is "420 friendly" in OUTSIDE AREAS only... in fact, we have some great trails out back for you to take a safe nature walk. There is absolutely no smoking inside the lodge or rooms at anytime. Strong, air tight containers required if you plan to bring it in with your baggage.

We work hard to maintain a high level of cleanliness in our guest rooms. We are not only a family friendly establishment, but strong smells can be bothersome to us and many guests. Please don't be "that person" who thinks they can get away with it. We will know and the following will apply:

Any room that smells of smoke, cannabis, excessive perfume, essential oils, spices or other strong odors will be assessed a \$75 cleaning fee, PLUS a minimum of TWO "out of service" nights at the marketed rate to cover time required to properly clean & air the room for future reservations. Addl. nights may be added if smell does not resolve within standard period. Upgrade fees of other guests (current and future) who have to change their reservation due to your negligence will also be your responsibility.

TERMS & CONDITIONS DISCLAIMER: Terms & Conditions are subject to change at any time, for any reason, as deemed necessary, with or without notice by the Innkeepers/Management.