



## **Clair Tappaan Lodge Exclusive Use Reservation Policy**

Exclusive Use Reservations can be made at any time during which there are no other reservations at the Lodge. Exclusive Use Reservations are not accepted during the winter (Thanksgiving to Easter) weekends and holiday periods (Christmas Eve through New Year's Eve, Martin Luther King Weekend, and Presidents Day Weekend).

- In order to obtain an Exclusive Use Reservation, groups must guarantee a minimum number of guests for each night that they have Exclusive Use, based on the time of year:
  - o **Spring Mid-Week Season (Easter until Memorial Weekend) – 30 guest minimum**
  - o **Spring Weekend Season (Easter until Memorial Weekend) – 45 guest minimum**
  - o **Summer Mid-Week Season (Memorial Weekend until Labor Day Weekend) – 55 guest minimum**
  - o **Summer Weekend Season (Memorial Weekend until Labor Day Weekend) – 70 guest minimum**
  - o **Fall Mid-Week Season (Labor Day until Thanksgiving) – 35 guest minimum**
  - o **Fall Weekend Season (Labor Day until Thanksgiving) – 50 guest minimum**
  - o **Winter Mid-Week (Thanksgiving until Easter) – 70 guest minimum**
- The final number of guests for the Exclusive Use Reservation must be received at least one week before the arrival date.
- Exclusive Use Reservations can be made up to 12 months in advance of the arrival date.
- Check in time for guests under an Exclusive Use Reservation is 2pm; checkout time is 12 noon.
- Any special uses of Lodge facilities and equipment such as the kitchen or the Lodge's audio/video equipment must be requested at least one week prior to arrival date.
- All group members are expected to participate in the Lodge chore system.

- Youth groups must maintain a ratio of 1 chaperone to 7 youth. Chaperones are responsible for ensuring youth follow the rules of the Lodge including its chore system.

### **Exclusive Use Reservation/Cancellation Policy**

- A 10% deposit is required at the time the reservation is made.
- 50% of the total reservation fee is due 6 weeks before the arrival date.
- Final payment is due one week prior to the arrival date
- If a cancellation occurs for the entire group more than 6 weeks before the arrival date, the deposit will be refunded less a 10% rebooking fee.
- If the cancellation occurs for the entire group less than 6 weeks before the arrival date, all payments will be lost.
- If a single reservation within the group reservation is cancelled with less than 30 days before the arrival date and such cancellations cause the group size to fall below the minimum number required for an Exclusive Use Group, such cancellations are subject to the cancellation fees below.
  - o Cancellations made with less than 30 days but more than 7 days before arrival = 10% of the total reservation cancelled
  - o Cancellations made with less than 6 days but more than 1 day before arrival = 25% of the total reservation cancelled
  - o Cancellations made 1 day prior to arrival day = 50% of the total reservation cancelled
  - o Cancellation on arrival day or no show = 100% of the total reservation

Note: Changing the dates of an existing reservation constitutes a cancellation of the dates in question. The only exception to the above policy is in the event of an official road closure by the State Department of Transportation due to weather (call CAL TRANS at 1-800-427-ROAD), in which case no cancellation fees apply. Please note that NO CASH REFUNDS are handed out at the Lodge. All refund requests must be submitted to Clair Tappaan Lodge.