

# Check-in / Check-out Procedures

written by John Mueller | May 21, 2020

Currently we have **contactless check-in and check-out**. This is to ensure less contact between our staff and guests, as a result of the current health concerns and any related executive orders issued by the State of Michigan. Guests will be contacted a week prior to arrival via email or phone to remind you of the check-in procedures, verify payment information on file and to answer any questions you may have. [ Thus, it is important that when you book your reservation with us, that you have a good email address and phone number so we can reach you. ]

## Check-in

*Check-in is **3pm or after** on the date of your check-in day.*

When you arrive at the lodge for your stay, you will go directly to your reserved cabin(s). Your cabin will be set up the day of arrival with the keys in the cabin, heat turned on when needed and a light on for if you are checking in after dark. Once you arrive, you can call us at 906-289-4403, ext 1, to let us know that you made it safely to your cabin. If you don't have cell service, can send us an email (using our Wifi network, SSID: KML Guest, no password).

For your safety, and the safety of our staff, we will not be entering your cabin during your stay, and thus will not be doing cleaning of your cabin during your stay. Extra linens and amenities, as well as firewood, will be stocked up for your stay. You can call us at 906-289-4403 ext. 1 or chat with us on our website if you have any questions or need any assistance once you are checked in.

## Check-out

*Check-out is **11am or before** on your check-out day.*

Upon check-out you can either leave the keys in the cabin or bring them to the key drop box at the front door of the lodge. Remember to check your cabin before leaving to make sure all of your items are with you. If you happen to leave an item behind we will mail it back to you if requested.