

# Lodging Policies

written by admin | February 8, 2019

Below are our Lodging policies at the Keweenaw Mountain Lodge. By making a reservation and staying with us, you agree to adhere to all of the Lodging policies and respect the historical nature of the cabins, the Lodge building, and the resort ([\*the resort is on the national and state historic registers\*](#)).

The following are the general lodging policies for every reservation.

## **– Stay in a WPA-era Historic Log Cabin, built in 1934 –**

[ Cabins at the KML: still standing, keep them standing, treat them with respect ]



## The Cabins

Cabins physically separate guests from different guests: Our cabins are separate structures so there is less chance of violating the social distancing protocol. [ [See Property Map for location of the Cabins](#) ]

Less duplex cabins: We have converted most of our 1-bedroom duplexes into 2-bedroom/2-bathroom cabins to ensure that there are people from the same household staying in the same cabin. [ [See the list of cabins](#) ]

## Payment

The Keweenaw Mountain Lodge is a [cashless operations](#). Thus, all Lodging is to be paid by credit/debit card or with a form of

electronic payment.

## Deposit

A 1-night deposit is required for making a reservation. At time of check-in, the remainder of your bill will be charged to the card we have on file (the card you used for your 1-night deposit). If you want to use a different card to pay the remaining balance, please let us know at the time of check-in.

## Cancellation Policy

Cabin reservations require a deposit due at time of booking. Reservations must be canceled **greater than 7 days** prior to arrival to have the one night deposit returned. Reservations canceled 7 days or less prior to arrival will incur a charge for the full reservation value or you can select to have your full reservation value be converted into a lodging reservation credit which is available for use up to one year from your original arrival date.

For lodging reservations that are greater than 2 nights: If you shorten your stay 7 days or less prior to arrival, or during your stay, you will incur a charge for the full reservation value of the original reservation length, with a dollar value credit for the unused nights. You can use that credit up to one year from your original arrival date.

For reservations that are 2 nights: If you shorten your stay 7 days or less prior to arrival, or during your stay, to 1 night, you will incur a charge for the full reservation value of the original reservation length (the 2 nights), with no credit provided for any unused nights.

**There are NO EXCEPTIONS to this cancellation policy.** If you disagree with this cancellation policy, it is recommended that

you only book if you are certain of the dates you want to visit the lodge.

## Minimum Stay

The cabin rentals have a 2-night minimum stay. We will be keeping with blocking a day before and a day after each reservation for health and safety concerns for the staff and guests).

If you have any questions you can call our reservation line at 906-289-4403 ext 1 for more information. Rates are available in our [reservation system](#) based upon the selected dates.

## Check-in / Check-out

Check-in / Check-out is contactless. However, if you want to come see us at the front desk during open hours, we would be more than welcome to check you in when you arrive.

Cabins will be set up the day of arrival with the keys in the cabin and a light on for those later check-ins so guests can go directly to their reserved cabin(s).

Check-in time: **3pm**, depending on when your specific cabin is cleaned. If you need to have your cabin ready definitely at 3pm, make sure to call ahead of time so we schedule the cleaning of your cabin accordingly.

Check-out time: **11am**. Checking out after 11am will result in additional fees.

When checking out, guests can leave the keys in the cabin or bring them to the key drop box at the front door of the Lodge.

# Cleaning the Cabins

Cabins are aired out after guests leave, and sat empty for a night. Our housekeeping crew cleans rooms the day after to be ready for the next guests, and does so by sanitizing all items that could come in contact by guests. Thus, we are currently not booking reservations back-to-back nights in the same cabin. Housekeeping will not be entering cabins for stay over cleanings, however we are placing additional linens and amenities in the cabins. You can find these additional items in the bedroom dressers if needed. Firewood will be stocked prior to arrival. Garbage can be set outside on the porch and will be picked up by our crew.

Rooms	17 Wed	18 Thu	19 Fri	20 Sat	21 Sun	22 Mon	23 Tue	24 Wed	25 Thu	26 Fri	27 Sat	28 Sun	29 Mon	30 Tue
10 C1...	B				B				B			B	B	
11 C1...	B				B		B		B			B	B	
12 C1...	B					B			B			B		
14 C1...		B			B	B			B		B	B		
15 C1...			B		B	B				B	B		B	B
16 C1...		B			B	B				B				B

An illustration from our reservation system showing how we block days before and after reservations. Blocked days are shown in the blue cells with a “B”. Reservations are shown in green and purple.

## Linens

We provide linens as part of your stay (i.e. sheets, towels, etc.). We clean our own sheets, which ensures the level of cleanliness of our linens.

Guests will be charged a fee for any linens that are soiled beyond the normal every day use, as we would need to replace those items (and they can not be used again). This fee will be charged to your lodging bill upon check-out.

If you need to clean your bike, there is a bike wash on property near the cart barn.

## Firewood

We provide firewood during your stay. To receive more firewood each day, you need to hang out your wood medallion (that is on the fireplace mantle) by 11am. Firewood and kindling will be delivered between 11am and 5pm that day. The amount of firewood provided is the amount that is normal for 1-night's fire. If you require more than 1-night's fire, you can purchase additional firewood from the local general store.



Firewood is to be used in the fireplaces of the cabins only. Any firewood taken from the cabins and used elsewhere will incur a fee.

## WiFi

Wi-Fi access is available to all guests. Use the “**KML Guest**” network.

Internet speeds will be slower as we the furthest north location of Michigan (in the north woods), and we are not on fiber like in large cities. [ [learn more](#) ]

## Noise

Noise levels should be at an acceptable level as judged by the Lodge's other guests and management. If management receives a noise complaint, we will only give one warning to quieten down. Receiving a second complaint will result in the guest(s) being asked to leave the property and no refund will be given.

QUIET HOURS begin at **10pm**, nightly. Loud noise, loud music, loud voices, and the likes are not permitted and can result in immediate eviction with no refund.

## **No Cooking in Cabin Policy**

A microwave, coffee maker, hot water heater, and mini-fridge are provided in the cabins, and can be used by guests. In addition, grills are available outside of the cabin to be used with charcoal (not wood). No additional cooking equipment is allowed to be used in the cabins. Any guests that are found cooking in any cabin with equipment that is not provided by the resort will be subject to a fine of \$250 and being expelled from the property.

## **No Smoking Policy**

Please be aware that all cabins and rooms at the Keweenaw Mountain Lodge are non-smoking. We respectfully ask all guests that do smoke to please do so outside. Smoking is allowed in designated outdoor areas around property as well on the patio of the Lodge. Any guests that are found smoking or have smoked in any room will be subject to a fine of \$250 and being expelled from the property.

## **Dog Policy**

We are pet friendly at the Lodge, but do not allow pets in the Lodge building and have designated cabins specifically for guests with dogs. The cabins that we allow dogs are [3](#), [7](#), [8a](#), [8b](#), [14](#), [15](#), [16](#), [17](#) and [21](#).

There is a \$20 fee per dog/per night (*Exception: Service Animal*,

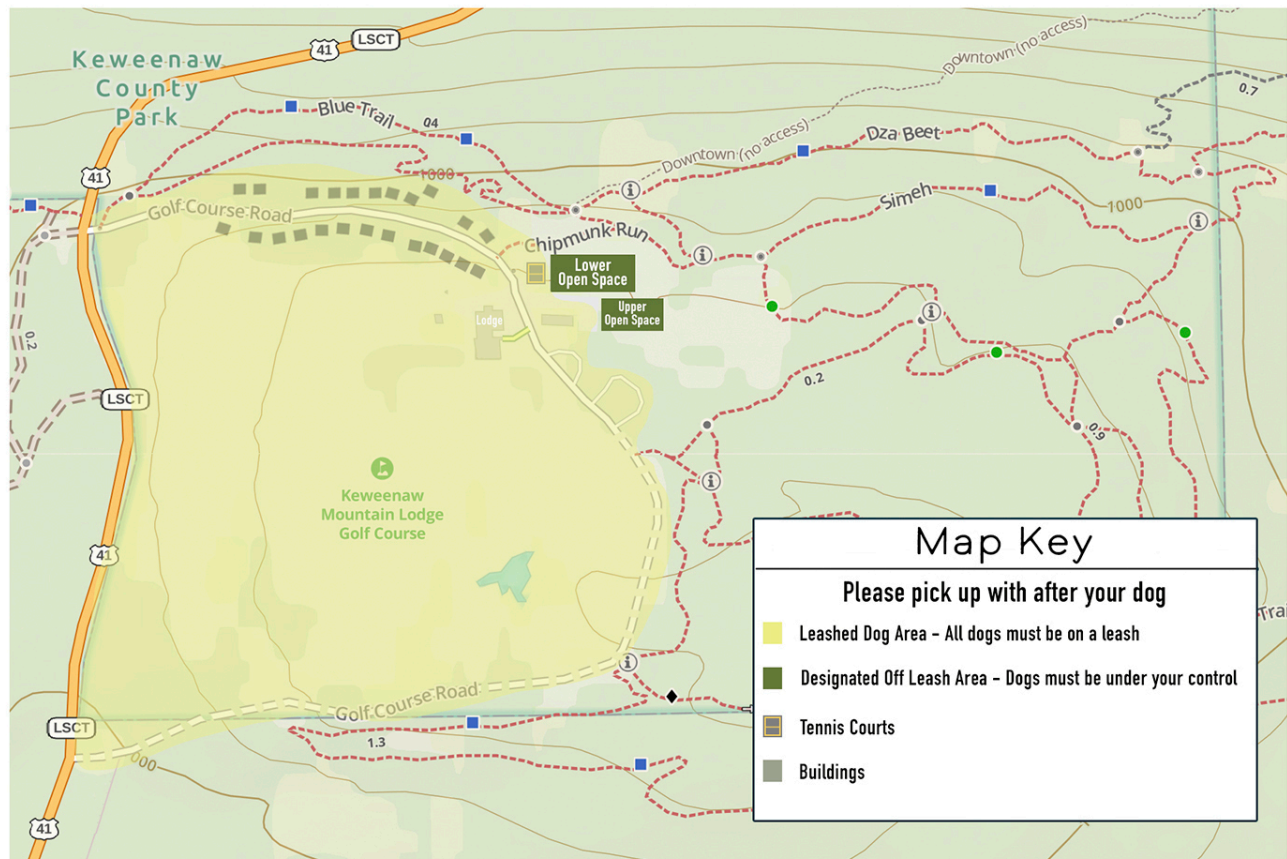
*see "Service Animal" section for more details)*

1. All dogs must be registered at check-in.
2. Dogs must NOT be left unattended for more than 1 hour in the cabins. When left unattended, dogs must be put in a crate.
3. Dogs must be on a leash when outside on the resort grounds.
4. Excessive barking and/or aggressive behavior will not be tolerated.
5. A maximum of two (2) dogs are allowed per cabin, unless approved by management.
6. All dogs subject to approval by management.
7. Dog waste must be immediately and properly disposed of in a sealed plastic bag.
8. Dogs may not be allowed to run loose at the resort. Inquire in office for location of unleash area.
9. Dogs are not allowed on the golf course or in the Lodge building. *(Exception for service animals; must have proper documentation for service animal)*
10. **A penalty of \$150 per dog if guests do not let the front desk know about the dog.**
11. You are responsible for paying for any damage of Lodge property or to another guest that is caused by your dog.

## **Dog Map**



# Keweenaw Mountain Lodge Dog Map



**Dogs are welcome on the Copper Harbor Trails if they are leashed or under your direct control.**

[ Click on image above to view / download a [PDF version of the map](#) ]

## Service Animals

Under the Americans with Disabilities Act (ADA), a **service animal** is defined as a **dog** that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the **dog** must be directly related to the person's disability. Thus, KML team members will ask you the following questions:

- Is the animal a service animal?
- If the animal is a service animal, is the service animal



required because of a disability you have?

- What work or task has the animal been trained to perform as it relates to your disability?

**Emotional support dogs** are not considered **service dogs** under the ADA.

More information about the Michigan law and the Americans with Disabilities Act (ADA) as it relates to Service Animals can be found [online here](#).

## Other

All resort guests must be registered. This includes infants and children. Rates are quoted at standard occupancy. Additional guest rate is \$25 per night. This is in compliance with health and safety guidelines.

We do not permit tents to be set up beside a cabin or to allow family members to sleep in campers in the parking lot. We are licensed as a resort, not a campground. We do not have public restrooms or the shower facilities necessary for such a license.

Must be 21 years of age to register.

## WAIVER AND RELEASE

I hereby, for myself and heirs, executors and administrators waive and release all rights and claims for damages I may have against Keweenaw Mountain Lodge and Keweenaw Resort, LLC, its respective agents, owners, representatives, successors and assigns for any and all injuries suffered by me in connection with any participation in all programs and rental of any equipment including but not limited to any omissions or negligent acts of Keweenaw Mountain Lodge, Keweenaw Resort, LLC including its owners or employees.

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## Winter Reservations

Along with the general lodging policies listed above, we have additional lodging policies for our winter reservations.

**Snowmobiles:** Guests staying with us must trailer their snowmobiles in and out of the lodge property. There are no access trails on or around the lodge property. Guests can bring their snowmobiles 1 mile down to Copper Harbor via trailer to access the trailhead – as it is illegal to ride snowmobiles up/down US Hwy 41 because of the hazard such actions creates to snowmobilers and other vehicles on the highway.

## Winter Schedule

Winter is considered November 1st to April 30th.

## Final Important Note for Lodging Guests

We strive to have each lodging guest actively engaged in fun, joyous, and adventuresome experiences at the Lodge and in the Keweenaw. This is important to the Lodge team, and we have a culture and Lodging policies in place with our Lodge team that improves the probability that will happen for each lodging guest. That said, if we find that Lodging guests are not adhering to the Lodging policies and values, the Lodge reserves the right to have any guests removed from the premises immediately and without a refund.