

### **Lakewood Cabins Reservation and Cancellation Policy:**

Lakewood Cabins offers variable seasonal discounts. Therefore, Lakewood Cabins reserves the right to adjust the rate accordingly at Check-In regardless of documentation that the guest may have been sent in advance on the internet online booking confirmation process. Should a discounted rate adjustment be disputed, the guest agrees to all of the following terms and conditions:

Any guest that disputes an error and demands a full refund is formally requesting a cancellation, of which any cancellation request is subject to the Lakewood Cabins cancellation policy listed below:

1. Rates quoted are per night double occupancy for studios, and quadruple occupancy for 1-bedrooms/suites. Additional person(s) - an additional \$15.00 per night with a rollaway bed.
2. Check-In is 3pm (earlier if cabin is clean and ready). Check-Out is 11am.
3. Cash, MasterCard, Visa, American Express, Discover, and Traveler's Cheques are acceptable forms of payment.
4. Traveler's Cheques and cash are accepted with a credit card as security.
5. Prices are subject to change without notice. Payment is required to confirm your reservation.
6. **Holidays and Special Event Reservations have a No Refund Cancellation Policy.**
7. Non-Holiday/Special Event Cancellations can be made (**7 days**) prior to your arrival date in order to avoid being charged **50% of the total nights reserved.**
8. A \$50 non-refundable charge per room will be assessed for any and all cancellations.
9. Early departures and late cancellations are charged for the full stay as reserved.

### **Lakewood Cabins General Policies:**

Welcome to Lakewood Cabins. Our Aim is to make you as comfortable as you would be in your own home, so please read the following information:

1. Cabin Keys - You will receive a guest cabin key upon arrival. A charge of \$10.00 will be charged for lost keys.
2. We **do not** allow smoking in the cabins. Smokers are free to smoke outside being careful to put out any cigarette butts appropriately. Fires start easily in Big Bear and can get out of control quickly!
3. A \$250.00 charge will be assessed for smoking in our guest cabins.
4. Please be advised that porches, balconies, steps and stairwells are slippery when wet and all guests should use caution when navigating around the property.
5. Lakewood Cabins is not responsible for stolen or damaged vehicles, items left in vehicles, parking tickets, or towing due to vehicles improperly parked. See Property Manager for parking or related questions.

6. Lakewood Cabins is not responsible for valuables left in your guest room, common areas or vehicles.
7. Please keep any valuables on your person and guest room locked when leaving. Be considerate of other guests by keeping sound to an acceptable level. No burning of candles or incense allowed in the cabins.
8. Friendly Pets are allowed on the property. Kindly pick up after them as you would at home.
9. Our rooms are decorated and cleaned with loving care. Please take care to treat our home you would your own. If items are broken or damaged beyond repair, you will be charged for the cleaning, repair and/or replacement.

**Policies Regarding Children:**

- Owners will permit children accompanied by Guest (Parents) and children accompanied by any other guest occupy and use the accommodations of the Lakewood Cabins only under the strict supervision of such adult guest during their entire stay at the Lakewood Cabins.

**All Guests Agree to the Following Conditions:**

- During the entire period of their stay, guests who are parents as well as any other guest accompanied by children, assume full responsibility and risk of injury to their children occurring anywhere on the Lakewood Cabins property. Guests hereby indemnify and hold the Lakewood Cabins and owners, and their heirs, successors and assigns, free and harmless from any and all demands, actions, claims, damages, cost and attorney's fees or liabilities, brought by any person or entity, which could arise out of the children of guest's occupancy of and access to the premises of the Lakewood Cabins. Guests agree that having assumed the risk of injury to their children and/or accompanying guests, and having undertaken to guarantee their children's safety by continuous and close supervision during their stay, they will not bring any claim or action against Lakewood Cabins, or it's owners, as a result of any injury sustained by children while on the property of the Lakewood Cabins. This indemnification shall be binding to the benefit of the Lakewood Cabins and it's owners, and their respective heirs, successors and assigns.