

## **The StaySpa on Castle Rock Lake & Spacious Lakefront Townhome Policies**

- The total cost will be the current posted rate(s) plus 5.5% sales tax. Holiday rates may be applicable throughout the year.
- Gift Certificates, Discounts, Coupons or Special Offers must be acknowledged at the time of reservation.
- A \$500 deposit is required at the time of your reservation. (\$300 for the Town Home)
- Your deposit will be applied toward the total with the balance due at Check-In.
- A security deposit of one night stay will be verified to your credit card at the time of check-in. No charge will be made unless necessary.
- Rates are subject to availability and change. Holiday rates may be applicable throughout the year.
- Minimum stay requirements apply to some seasons and holidays and are subject to change at anytime.
- Hot tub, cold plunge, and steam suite (available at the StaySpa on Castle Rock Lake only) are intended for adults over the age of 18.
- The marina and outdoor swimming facility are available for use only during the summer.
- The Maximum Capacity at the Stay Spa is (14) guests. Additional fees may apply for more than (12) guests. The Maximum Capacity at the Town Home is eight (8) guests.
- The StaySpa on Castle Rock Lake: Check-In is at 5 p.m. | Check-Out is at 11 a.m.
- Spacious Lakefront Townhome: Check-In is at 4 p.m. | Check-Out is at Noon
- Pending availability, early check-ins & late check-outs are welcome and will be charged on a prorated basis according to the current posted daily rates. Late check-outs on days when the unit is rented for that same evening will be charged at a rate of \$25 per quarter hour. The availability calendar is always current.
- We are not responsible for lost personal items.
- The StaySpa on Castle Rock Lake & Spacious Lakefront Townhome are non-smoking properties. The policy also prohibits the use of candles and any open flames in guest accommodations.
- Pet Friendly with limitations, please inquire.
- Cancellations require a 30 day notice to qualify for a refund of your total deposit amount less a processing fee of \$50. A cancellation within 1 to 30 days prior to your visit will forfeit 50% of your deposit. A cancellation within two (2) weeks prior to your visit will forfeit your total deposit. Cancellations of spa treatment services must be made a full 3-days (72 hours) in advance of spa treatments to avoid charges. For cancellations within 1 to 3 days (24-72 hours) prior to spa treatments, 50% of spa fees will be charged. For cancellations less than 24 hours, 100% of spa fees will be charged.