



W2511 State Road 23 • Green Lake, WI 54941 • (920) 294-3323 • Fax (920) 294-3686

Lodging Rental Agreement and Policies

Deposit Policy:

Houses and Cabins: 50% of the total charges

Hotels: 50% of the total charges

Camping: 100% of the total charges (50% when made online)

Cancellation Policy:

Houses, Cabins, & Camping: Cancellation 60 days or more prior to arrival, 50% of the deposit will be refunded. Cancellation less than 60 days prior to arrival, no refund will be issued.

Hotels: Cancellation 30 days or more prior to arrival, 100% of the deposit will be refunded. Cancellation between 3 and 29 days prior to arrival, 50% of the deposit will be refunded. Cancellation less than 3 days prior to arrival, no refund will be issued.

Check-In: 4:00 p.m. (Campground check-in is 3:00 p.m.) Guests may request an early check-in (subject to availability, rate adjustment, and additional charges). Guests checking in prior to 4:00 p.m. are charged a half night's lodging rate if prior to 2:00 p.m.; an additional night's lodging rate if prior to 10:00 a.m.

Check-Out: 10:00 a.m. – (Campground check-out is 12:00 p.m.) Guests may request a late checkout or additional night(s) stay (subject to availability, rate adjustment, and additional charges). Guests occupying lodging past 10:00 a.m. are charged a half night's lodging rate if still occupied between 10:00 a.m. - 12:00 p.m.; a full night's lodging rate after 12:00 p.m.

Quiet Hours: 10:00 p.m. – 7:00 a.m.

Internet Access: Guests may access free and public Wi-Fi at Kraft Centre.

Emergency Calls:

Emergencies: Call 911.

Non-medical Emergencies (plumbing, electrical, lock out, etc.):

After Business Hours: Call (920) 294-7404.

During Business Hours: Call Guest Services (920) 294-3323.

All other calls (reservations, general questions, etc.): call Guest Services 920-294-3323.

Accessibility: GLCC's meeting spaces and most lodging facilities are handicapped accessible. The distances between the major meeting, dining, and housing facilities range from 50 to 150 yards on either a level or moderate uphill/downhill terrain. Access to all buildings is possible by car. If a guest requires handicap accessible lodging, contact Guest Services so that appropriate accommodation can be made.

Maximum occupancy: Occupancy determinations vary by lodging location and comply with health and fire codes. Prior to check-in, a list of all occupants is required for insurance purposes and in the

event of an emergency. Children, regardless of age, are included in occupancy counts. Tents and trailers are restricted to designated campsites. One tent or one camper is permitted per site. If maximum occupancy is exceeded, a half night stay will be assessed. Events and large parties must receive prior approval from GLCC leadership.

Housekeeping: Lodging is cleaned and sanitized after each check-out and inspected prior to all arrivals. Hotel rooms are serviced only upon request by placing a service request tag on the door. Garbage is removed and fresh towels and disposable products are replenished. Houses, cabins, and Lone Tree Lodge are serviced only upon request, at a rate of \$50 per service visit. When staying five nights or longer, the first service is complimentary.

Appliances and Supplies: All houses and hotels are equipped with heat and air conditioning. Cabins are NOT heated or air conditioned. All houses and cabins are equipped with basic kitchen appliances, kitchenware, and materials necessary for washing dishes.

Toiletries: GLCC provides hand soap and body soap bars in all lodging. Guests supply all other personal toiletries.

Bedding and Towels: GLCC provides bedding and towels for all hotels, lodges, and houses. Guests supply all bedding and towels in cabins or dorms.

Damage and Extensive Cleaning Policy: Guests will be charged a fee for damage, or if extensive cleaning is required, after they have checked out. Time for repairs of damage or extensive cleaning to is billed at a rate of \$55 per labor hour, plus cost of required materials.

Substance Use and Weapons: All indoor facilities are smoke- and vape-free. Alcoholic beverages and illegal drugs are not permitted on GLCC property. Weapons are not permitted on GLCC property. Wisconsin State Statute 101.123 prohibits smoking in all lodging and meeting facilities. An individual in violation of the law will be fined \$100 to \$250. In addition, GLCC will charge guests a minimum of \$125 to remove smoke residue and odor from the facility.

Pet Policy: For the safety of all guests and staff, pets are only allowed in GLCC campgrounds and Dawson Prairie. Owners are responsible for cleaning up after their pet(s), keeping them quiet, and securing them on a leash. Pets are not permitted in any GLCC buildings or any other outdoor areas on grounds. Exceptions to this policy are limited to the use of service animals, as defined by WI Stat 106.52(1)(fm). Violation of the pet policy may result in a \$100 charge per pet per night.

Recreational Transportation:

Motorized Vehicles: Unlicensed vehicles are prohibited on GLCC property including, but not limited to, golf carts, dirt bikes, ATVs, and snowmobiles. Mopeds are restricted to roads and are to be operated by licensed drivers.

Non-Motorized Transportation: Bicyclists are encouraged to be mindful of pedestrian traffic. Skateboards, roller skates/blades, scooters, and hover boards are allowed in areas outside of the main conference area only.

Insects and Wildlife: Green Lake is home to abundant wildlife – including deer! GLCC is diligent in keeping all lodging and facilities wildlife-free. Guests, especially those staying in wooded areas, are encouraged to practice good food hygiene, so as not to invite unwelcome wildlife into lodging.

Personal Property & Forgotten Items: Guests are responsible for ensuring the safety/security of personal items during their stay. If personal items are found after departure, GLCC will return the item(s) if guest notifies Guest Services. Guests are responsible for shipping costs. Items are donated to a local charity if unclaimed within 14 days of the guest's departure.