



Policies & Courtesies

❖ **Making & Confirming a Reservation**

Guests will expeditiously secure reservations by booking online at JacksonsLodgeVT.net. (go to Lodging > Availability Calendar). An initial reservation is treated as "pending"; not confirmed until your reservation deposit is received within seven (7) days following your request. Once your deposit is received, only then you'll garner a confirmation via email from Jackson's Lodge. If unable to find your preferred dates, please email your interest to JacksonsLodgeVermont@gmail.com for a prompt reply & assistance.

❖ **Reservation Deposit**

A 40% deposit is required for reservations, with the balance due upon check-in.

❖ **Lease Agreement**

Weeks before your arrival, you'll be asked to review & endorse the lease agreement enclosed in an attachment emailed to you. To expedite your check-in and arrival to your cabin and or wayfarer room, complete & submit the lease agreement online prior to your arrival, using the following links:

Cabins: <https://form.jotform.com/241193470200141>

Wayfarer Rooms: <https://form.jotform.com/250716414176152>

❖ **Cancellations**

Due to our small size, short season, and remote location, cancellations may have a significant impact to Jackson's Lodge viability.

In the unlikely event you must cancel with less than sixty (60) days' notice, shorten your stay, or check-out early, please understand that we must ask you to take responsibility for your entire reservation. If we can rebook your reservation, a partial or full refund will be provided to you.

❖ **Housekeeping Gratuity**

As you may know, Jackson's Lodge is proud of our '5-Star rated' impeccably clean cabins. In the spirit of rewarding our housekeeping team for their diligent effort, a 3% housekeeping gratuity is applied to all reservations. This gratuity is distributed directly to our cleaning team and fairly compensates the individuals responsible for delivering the exceptional quality and cleanliness of our lodging. Thank you for your support.

❖ **Vermont Rooms Tax and Destination Fee**

Please note that, in addition to your nightly rate, a 9% Vermont Rooms Tax and a \$2.00 per night Destination Fee will be charged. The Destination Fee is an area-wide hospitality fee collected to improve your vacation visit thru collaborative community initiatives and enhancements via the North Country Chamber of Commerce.

❖ **Security Deposit**

A separate, refundable security deposit of \$100 is required at check-in. This deposit is held to cover any excessive cleaning or damages incurred during your stay. Given no observed concerns, your security deposit in the form of a credit card will be returned within a week of check-out; your security deposit in the form of a personal check will be shredded. We assure you that no amount of security deposit will be drawn without prior disclosure with you of any concerning matters.

(Examples of excessive cleaning charges incurred would include unwashed dishes / dirty, greasy, and or wet dishes put-away / unprotected grease-laden broilers & ovens / excessive pet hair on furniture & bedding.)

❖ **Check-in Check-out**

Check-in time is 3:00 PM, and check-out time is 10:00 AM. Early or late arrivals may be accommodated when possible with prior approval from Jackson's Lodge. Please call or email us if you expect your arrival later into the evening so we may have your cabin and or wayfarer room lights on for your convenience.

❖ **Pet Friendly**

Pet owners are required to provide a couch pet-throw, bedding, and appropriate cover-blankets to prevent excessive pet hair from accumulating on upholstered furniture and bedding. Jackson's Lodge should be made aware of pets coming as early as possible; preferably at the time the reservation is made. Proof of current rabies vaccination for each pet is mandatory and must be emailed in advance or presented at the time of check-in. Canaan ordinance dictates that all pets be on leash when out & about (exception: leash-free zone out on the Lodge meadow). Pet fee: \$20/day per pet.

❖ **What is Provided During Your Stay:**

Cabin and wayfarer room rentals include towels, all bedding and pillows.

Cabins include fully-equipped kitchens; wayfarer rooms include mini-frig, microwave, fixings for coffee & tea.

❖ **BBQ Grills**

To plan for a BBQ grill during your stay, let us know in advance so we may have such at your cabin when you so desire. Please, in-person onsite-requests be made by no later than 5:00 PM.

Charcoal grill > free-of-charge >> bring your own charcoal or buy from us at \$10/bag.

Propane grill > \$15/day or \$75/week.

If possible, please make known your grill preference along with your reservation request.

❖ **Boats, Docks and Moorings**

Kayaks, canoes, and paddle-boats, along with use of docks & moorings are all free-of-charge.

Electric boat motor rentals available > \$30/half-day or \$50/day.

Please don't hesitate to call or email if you have any additional questions.

❖ From the Jackson's Lodge Staff ... "we look forward to seeing you soon!"

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