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| Logo, company name  Description automatically generatedWelcome |

## Thank you for your interest in Highland Lake Resort! We are grateful to co-create a space which enables people to relax and enjoy themselves at this lakeside haven. We fundamentally believe in the goodness of humanity and want to cultivate a space for people to experience a deeper sense of peace, unity & joy. The following policies were established based on industry standards and our personal experiences to help promote the enjoyment and safety for all guests. The policies are considered a part of our reservation agreement. As our hotel guest, by reading and confirming your reservation, you are agreeing to abide by all our terms, conditions, and procedures. Highland Lake Resort will update the policies as needed and notify guests when changes are made. We encourage guests to contact us if they have any questions or concerns regarding our policies or procedures at 207-647-5301 or E-mail us at: Info@Highlandlakeresort.com

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| **Reservations** |

* Reservations may be made directly through our website, by phone or in person. For the best rates guests are encouraged to book directly through Highland Lake Resort.
* Any reservations made on the website are pending until confirmed by one of our reservation specialists.
* All guests must be 21 yrs. or older to make a reservation.
* A two-night minimum is required on all weekend reservations from mid-June to the end of October.
* If a guest does not check-in within 48 hrs of their arrival date, the guest has not contacted the Resort and the Resort is unable to reach them, the reservation will be deemed a “No Show” and cancelled.

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| **Changes to a reservation** |

* Any request to change a reservation must be done in writing by the person that the reservation is reserved under. If a guest makes the request by phone, they must confirm the e-mail confirmation once it is received.

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| Reservations made by 3rd parties |

* Any reference to a “3rd party” reservation is defined by an on-line reservation made by Expedia, Booking.com, Trip Advisor, Hotels.com or any other company affiliated with them.
* Any Reservation made by a guest through a 3rd party must contact them directly if they wish to cancel or change their reservation in anyway. **Highland Lake Resort cannot make the changes.**
* And remember..... booking directly through us will save you money!!!

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| Discounts |

* We offer a 5% discount for AAA, AARP, Senior Citizens, Military & Veterans, & Act of Kindness.
* A maximum of two 5% discounts may be applied for a total of a 10% to each reservation.
* A 15% discount is applied for any reservation 7 days or longer and cannot be combined with any other discount.
* AAA, AARP & Military information will be taken when the reservation is made or upon check-in.
* Discounts apply only to reservations made directly through Highland Lake Resort, on the website, by phone or in person. Discounts cannot be applied to reservations made by a third party such as Expedia, Booking.com etc.
* Discounts cannot be applied to any specials or promotions unless specified.

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| Non-refundable Deposits |

**A non-refundable deposit is required under the following circumstances to confirm a reservation.**

* **Reservations for 3 or more rooms:** A 50% non-refundable deposit is required to confirm any reservation that is for three (3) or more rooms with the balance due 30 days prior to the arrival.
* **Reservations for five (5) nights or more:** A 50% non-refundable deposit is required to confirm any reservation that is for five (5) nights or more with the balance due 30 days prior to the arrival.
* **Reservations to block the entire resort for the 23 rooms:** A separate contract is available for anyone who wishes to block off all the rooms for a family event/wedding. A 50% non-refundable deposit is taken at the time of the reservation, with the remaining balance due 30 days prior to arrival.
* **Event Room:** There is a 50% non-refundable deposit required when making a reservation for the Event Room, with the remaining balance due 30 prior to the arrival date.

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| **Payment & Taxes** |

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| **Lodging Tax** |

* The State of Maine 9% lodging tax will be applied to each reservation.
* Tax Exempt: Any person that makes a reservation for an organization or business that is considered tax exempt must provide the required documentation verifying exemption status.

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| **Payments** |

* A credit/debit card is required to confirm a reservation. We accept Visa, Mastercard, American Express and Discover.
* Payments are not applied until the day of arrival unless the reservation requires a non-refundable deposit or is cancelled.
* The credit card taken at the time the reservation was made is the card which will be used to process the payments.
* We accept only one credit card per reservation. We ask that guest who wish to split payments for their reservation with other guests in their party, to please do so independently.

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| **Cancellations** |

Due to our small size and only open seasonally, cancellations have a significant impact on our business, therefore we ask you agree to the following cancellation policy at the time of booking:

* A reservation cancelled 14 days or more prior to the arrival fee will be charged a $25.00 fee.
* A reservation cancelled within 14 days of the arrival date, will be charged 50% of the reservation.
* A reservation cancelled the day of arrival or a “No Show” will be charged the full amount due.
* Shortened reservations are subject to the policies above.
* In the event you need to cancel due to a positive Covid test or you have a Covid related issue, your non-refundable deposit will be applied for a future stay within 12 months from your original reservation.

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| **Refunds** |

* If a guest is issued a refund for any reason, the refund can take 5-7 days to process.
* Partial Stays: Once a guest checks-in, refunds will not be issued for partial stays or early departures.

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| **General Policies** |

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| **Check-in’s** |

* Check in is between 3:00- 8:00 pm.
	+ Arrangements can be made for anyone checking in after 8:00 pm.
	+ If arriving after 12:00 pm but before 3:00 pm guests may use the facilities after they have notified the front office.
* Upon check-in guest are asked to provide:
	1. A valid issued ID such as a driver’s license or passport
	2. Make and model of their vehicle
	3. License plate #
* Guests seeking contact-less check-in, may email the information before arrival to: Info@highlandlakeresort.com

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| **Check-out's** |

* Check-out time is 10:00am. Guest may continue to use the facilities after checking out of their room till 12:00pm. If a guest has not vacated a room as requested, management has the right to remove the guest's belongings from their room and place them in the office after check- out time to clean and sanitize the room properly for the next guest.
* Guest are asked to hang the “Checked Out” sign on the outside of their door (facing the water) upon departure so housekeeping may enter the room.
* A $10.00 replacement fee is assessed for any keys that are lost on rooms that require them.
* EXCEPTION: If a guest has a reservation for multiple nights in different rooms and it require a guest to check out of one room to check into another, their check out time is 11:30am.

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| **Accommodations**  |

* Based on the accommodations type, each room can sleep 2-4 guests.
* A $20.00 per person, per night fee will apply for one additional guest that exceeds the maximum allowed for the room reserved. Cots are available upon request and we also offer pac-n-plays at no charge for little ones. Please inform us of your needs prior to your stay.
* **Guests are to notify staff immediately if any aspect of the room is unsatisfactory to them so staff are able to do what they can to address any concerns promptly.** Guest will not be compensated for issues we were not made aware of in a timely manner. We VALUE GUESTS FEEDBACK – it is essential for our improvement. PLEASE share with us how we can make your stay better.
* Please return loaned items to the front desk prior to departure to avoid a replacement fee.
* Children 12 yrs. and under must be accompanied by an adult at all times.
* If parents and guardians wish to have a separate room for their children, we offer adjoining rooms.

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| **Damages** |

* Damages: In the event a guest finds damages in their room it is their responsibility to notify the staff immediately. Damages found after guest departure will be assumed to a liability of the guest. The guest will be responsible for any loss or damage to the hotel property caused by themselves, or any person for whom they are responsible.
* Additional fee’s will be applied under the following conditions:
	+ If excessive cleaning is needed
	+ If there are substantial damages to a room or items in the rooms
	+ If there are items missing

These fee’s will be applied to cover the cost to return the room to its former state.

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| Parking |

* Free on-site parking is available.

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| Boats |

* All guests must reserve a boat slip in advance. Please call to reserve your space. We have four (4) boat slips available for Highland Lake Resort guests only.
* Guests may leave their boat trailers adjacent to the boat launch.
* Guests needing to charge their boat batteries overnight will be charged $20 per night.
* All boats must be registered.
* All boats must be inspected prior to entry for milfoil or other invasive species. We do provide a hose for those needing to clean their boats.
* For guest's safety, Highland Lake Resort boats (our canoes, kayaks, paddle boards, etc.) may not be taken out in windy, white capped waters.

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| Visitors |

* All visitors are required to register at the front desk.
* Visitor passes are available at $25 per person between the hours of 9:00 am - 8:00 pm.
* Guests who wish to have visitors should reserve as soon as possible as there is a limited daily number allowed. We only provide 10 passes daily to preserve the resort atmosphere for all our guest's enjoyment.

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| Pets |

* We are not able to accommodate pets.
* Service dogs that aid individuals with disabilities are welcome. Highland Lake Resort must be notified when a reservation is made, if the guest has a service dog. They must be supervised at all times and owners are responsible for cleaning up any waste if they are able. If at any time the pet is a risk to any of the other guests at the facility or shows aggressive behaviour, the pet will need to be removed from the property.
* Therapy dogs are not allowed. We apologize for the inconvenience.
* Fees will be applied to any guest found to have an animal on the premises that has not been authorized.

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| Smoking, Candles, Oils & Scents |

* All the rooms and buildings are non-smoking.
* Smoking/vaping is allowed at the designated smoking shelter ONLY and prohibited in all other areas of the property.
* Guest are asked to properly dispose of their cigarettes. For the health, enjoyment, and safety of all our guests, we ask that you refrain from exposing our rooms to any strong scents either from cigarettes, marijuana, incense, essential oils or any strong-smelling substances.
* Candles: Due to insurance reasons and strong odors, burning candles is prohibited in the rooms.
* A $150.00 cleaning fee will be applied if a guest has been found in violation of the policy to give us 24 hrs to make the room available for future guest.

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| Quite Time |

* Quiet time is from 10:00 pm to 8:00 am. To maintain a peaceful and relaxed atmosphere, we ask that guests refrain from music, noise & loud voices after 10:00 pm. The geography and water amplify noise, so please be mindful of noise levels. In respect of other guest and the proximity of the rooms, guests are asked not to talk on the decks past 10:00pm. Guests can quietly congregate outside, in sitting areas away from the deck past 10:00 pm so long as voices are kept soft.

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| Resort Atmosphere & Etiquette |

* We work to create an environment of joy, relaxation, and kindness. Guests who are hostile to other guests will be asked to modify their behaviour and/or leave the premises if they are unable to adjust. Please help us co-create a peaceful resort by being respectful and polite to other guests.
* Please do not leave towels or personal belongings on picnic tables, lawn furniture, etc. if not in use.
* Please do not move deck chairs from in front of other hotel rooms. Guests wishing to gather in larger groups may do so in other seating areas on the property.
* Please keep the decks free from personal items so other guests can safely navigate to and from their rooms.

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| Group Gatherings |

* We have two areas that accommodate 12-20 people. These areas offer a firepit, picnic tables and charcoal grill. Space is available on a first come first serve basis. Groups of 12 or more may reserve the fenced in waterfront area by the boat launch OR the picnic table area by the stone firepit. Each party is responsible for cleaning the area after each. The space can be reserved:

A.) 9:00 AM to 1:30 PM

B.) 1:30 PM to 6:30 PM

C.) 6:30 PM – until guests retire for the night

Guests may extend their time based on availability.

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| Photography Release Waiver |

Highland Lake Resort reserves the right to use photographs taken on site for promotional materials including but no limited to website, social media, marketing, brochures and other advertising communications.

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| Lost Items |

* Highland Lake Resort is not responsible for loss of personal property. Guest are asked to contact us for any lost item. We will be happy to mail the items with the shipping costs applied to the credit card on file.

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| Prohibited items |

* Fireworks: For insurance reasons and town ordinances, fireworks are prohibited

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| **Amenities** |

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| Use of Amenities |

* All guests are to use amenities at their own risk. Children 12 yrs. and under must always be accompanied by an adult on the property especially around the lake, obstacle course and other amenities. Highland Lake Resort shall not be legally accountable for any damages, injury or death to any guest resulting from such use. While our staff routinely inspects indoor and outdoor amenities, we cannot however, inspect all devices after each use.
* When using the amenities, the guest agrees to adhere to the rules set up by Highland Lake Resort for their use and if for any reason they are not able to, guest understands the amenities may not be made available to them.

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| Hotel Rooms |

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| * Wi-Fi access
 | Cable | * TV
 | * Mini Refrigerators
* The Suite & Apt. have a regular size refrigerator
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| * Microwave
 | * Keurig coffee make
 | * Hair Dryer
 | * Body Wash/Shampoo

 Hand Soap |
| * Iron/Iron Board
 | * Heat & Air Conditioning
 | * Alarm Clocks with USB ports
 | * In Efficiency Units, Suite & Apt. Only: Apt. Size Ovens
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| Outdoor Free Amenities |

* Kayaks, Canoes, Paddleboards, Pedal Boat, Rowboats: We offer the devises as a courtesy and at no charge. Each guest may use the devices for 90 min at a time to give other guest an opportunity to use them. Guests can use a variety of boats multiple times in a given day. Guest are required to sign out the units at the front desk, where they will be given the paddles and life jackets needed and asked to return them after each use. Arrangement can be made for anyone wishing to reserve any of the units outside office hours.
* Innertubes
* Hammocks, Lounge Chairs, and seating areas around the resort.
* Beach towels: Available at the front office. Guest are asked to sign them out & return to the office
* Labyrinth (spiritual circle).
* Five picnic areas, four charcoal grills & one stone firepit grill.
* Firepits: there are five firepits around the property. Firewood is available at the front office for $5.00 per bundle that includes a starter kit. If firewood is needed after hours, please pay the following day. Per Maine State Law, guests are not permitted to bring firewood in from other states.
* Obstacle Course: Children 12 yrs. old and younger must be accompanied by an adult.
* Swing set, bocci ball, badminton, corn hole
* Fishing Poles: And there is a bait shop ¼ mile away: *Unc'l Lunkers* at 6 Gage St. Bridgton, ME (207)647-8100
* Bicycles: Children and adult bicycles, helmets & bike locks provided at no additional charge

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| Indoor Free Amenities |

* Exercise Room: TV, recumbent cross fit bike, exercise bike, treadmill, inversion machine, pull down weights machine, free weights, yoga mat
* Gameroom: pool, ping pong and foo's ball table, skeet ball, chalkboard wall for drawing and table for board games
* Steam and infrared sauna
* Meditation room
* Soda machine
* Coin laundry
* Ice machine: will not be accessible for 2021 due to COVID regulations

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| COVID~State of Maine Requirements as of 1/22/2021~ |

**As new research and best practices become available, we will update our policies accordingly.**

 We have implemented the policies and procedures based on mandates and recommendations from the State of Maine and the CDC, which enhance the safety and wellbeing of our hotel guests and employees. We assume, on a daily basis, that all guests and staff could have Covid, and therefor practice safe standards including social distancing, masks and other safety protocols listed below.

 To better prepare for visiting Maine we ask that you please read the State of Maine Covid Policy (link below). We ask that you adhere to Maine State Covid regulations by completing the certificate of compliance form (link below) and submitting it prior to your arrival via email or by bringing to our main office upon arrival.

**A.) State of Maine Covid19 policy**:

 <https://www.maine.gov/covid19/restartingmaine/keepmainehealthy/>

 **B.) State of Maine Certificate of Compliance form:**

<https://www.maine.gov/decd/sites/maine.gov.decd/files/inline-files/KeepMaineHealthy_GuestComplianceCertificate.pdf>

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| Certificate of Compliance Requirements |

Residents from all states except for Maine, NH & VT are required to complete a Certificate of Compliance form. The form is required and needs to be filled out prior to checking- in. By completing the form, the guest certifies the following information:

* + All guests over 18 years old have received negative COVID-19 test results within 72 hours of arrival.
	+ If guests have not received negative tests, guests will quarantine in Maine for 10 days.
	+ Guests who have already completed their quarantine in Maine for 10 days are exempt.
	+ Guests must confirm that they have not been in contact with anyone who has confirmed to have Covid over the last 14 days.
	+ They have not experienced or displayed any Covid-19 symptoms in the last 24 hrs.

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| Testing Requirements |

* **Guest who are residents from Maine, New Hampshire and Vermont, are exempt from the requirement listed below.**
* At this time, those who have been fully vaccinated for Covid must adhere to the Maine Covid travel guidelines. A vaccination does not allow guests to bypass Maine testing and quarantine policies.
* Every member of the household, (except for anyone 18 yrs. old or younger) needs to be tested before coming to Maine.
* Testing for children under the age of 18 yrs. is not required.
* **Maine does not accept an "antibody" test under the policy.**
Maine does accept negative molecular and antigen-based test results to qualify for an exception to the 10-day quarantine rule and does not accept antibody testing for this purpose at this time.
* To find the nearest COVID-19 testing site in your area: <https://get-tested-covid19.org/>

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| Requirements for Quarantining |

**What does Quarantine mean?**

The State of Maine allows guests traveling to quarantine at our Resort so long as guests follow Maine CDC’s guidelines for quarantine (see below). Guests are permitted to walk around outside including the waterfront so long as they stay 6+ feet away from other guests.

“Quarantine refers to the separation of a person from others for a designated period because that person may have been exposed to the COVID-19 virus but is not currently symptomatic. There is the chance that the person exposed may develop COVID-19 infection in the 14 days following exposure and could infect others. Quarantine starts from date of the person’s last exposure to the individual with COVID-19. Quarantine helps prevent spread of disease that can occur before a person knows they have the virus.

For both self-quarantine and self-isolation:

* Stay home.
* Do not go to public places even for essential reasons, including grocery stores. Plan to have enough food available or arrange to have it delivered to you to complete your quarantine/isolation.
* Do not use public transportation including buses, trains, planes, taxis, Lyft/Uber, etc.
* Do not have visitors in your home.
* Keep a distance of at least 6 feet from other people.”
* - Maine CDC Quarantine Policy <https://www.maine.gov/dhhs/mecdc/infectious-disease/epi/airborne/documents/2020PHADV037ChangesMaineQuarantinePo.pdf>

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| **Guests not required to Quarantine:** |

The State will allow adults (18 yrs. old or older) who obtain and receive a negative COVID-19 test from a specimen taken **no longer than 72 hours prior to arrival** to forgo the 10-day quarantine upon arrival in Maine.

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| **Guest requiring Quarantine:** |

* Any guest that has not been tested prior to arrival, will be required to quarantine at the Resort for 10 days (or the length of their visit, if less) upon arrival.
* If a guest has been tested but has not received their results, they will need to be in quarantine until the negative results are received. In consideration of other guests and to prevent the spread of Covid-19, guests are limited to their rooms, to walk the grounds, and use the waterfront but will not have access to other amenities.

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| Guest requiring Isolation: |

“Isolation refers to the separation of a person from others for a designated period because that person 1) is infected with the COVID-19 virus and has tested positive, or 2) is probably infected because they are a close contact of a confirmed case and have symptoms, though they may not have been tested. For most individuals with COVID-19 infection, that period is 10 days or more, depending on resolution of symptoms.” - Maine CDC Quarantine Policy.

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| Reservations & Cancellations |

* Anyone needing to cancel reservations due to the coronavirus please contact us as soon as possible.
* While as a small, seasonal business we are greatly affected by cancellations, we understand the gravity of Covid and want our guests to be reassured they will not lose their money due to infection. In the event you need to cancel due to a positive Covid test or any other Covid related issue, any non-refundable deposit will be applied for a future stay within 12 months from your original reservation.

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| Contact-less Check-in |

* We offer a contact-less check-in procedure where guests can pay and check-in on the phone or via email rather than going to our main office. In the event guests need to visit the office we have Plexiglas barriers in place as well as complementary face coverings.

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| Physical Distancing |

* We are fortunate to be situated on a five-acre parcel of land with 23 rooms. Additionally, we do not to have any interior hallways or corridors in the hotel. Throughout the grounds there are various outdoor seating areas to support safe small group gatherings.
* We have 22 hand sanitizer dispensers located around the resort (outside the entrances to the hotel rooms, the conference room, office, game room and gym). Our commercial grade disinfectants are used to clean hard & soft surfaces in the rooms and throughout the property. We also utilize Ultraviolet Light sanitizing wands to add an additional level of sanitation in our hotel rooms.

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| **Masks** |

* Masks are mandatory in our office and when walking to the sauna or gym. We provide complimentary masks if you don’t have one. The rest of the property easily allows individuals to stay more than six feet apart. Please respect that distance at all times.

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| Employee Practices |

* All our employees are required to go through Covid-19 training & certification. Some of the measures we employ include mandated face coverings, physical distancing, cleaning, and disinfecting protocols.

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| Housekeeping |

* Daily housekeeping services are not offered for brief stays unless requested.
* To minimize the interaction between our employees and guests, we will provide guests with the supplies outside their rooms as needed.
* Employees are not permitted in hotel rooms when guests are present.

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| Amenities |

* The use of our gym, game room and sauna are permitted one guest group at a time with a 1.5 hr. limit to give other guest an opportunity to use them.
* Boats can be checked out over the phone and the front desk attendants will leave paddles and life jackets outside the office for guests as needed.

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| Hotel Rooms |

* We are required to remove all nonessential items from the hotel rooms as everything must be thoroughly sanitized between guest stays. Yes, I know, we also love our Himalayan salt lamps, our books, our decorative pillows... but we will put them back when this is over, we promise!

In closing we want you all to know we appreciate your support both past and present. Regardless of where you choose to vacation this summer, please drink up the beauty of nature and fill your mind and heart with loving kindness.