

Welcome to Keller's Kove Cabin and RV Resort – Policy/Rules and Regulations

Booking/Length of Stay

Note that our busy summer season runs roughly from late May (Memorial Day weekend) through early September (Labor Day weekend), where advanced bookings are for week-long stays (Friday-to-Friday). For our Cabins, we are open to reservations that are less than a week should we have an opening. For our RV's a 3-night minimum is required for weekend stays, Friday – Monday. It is best to call or send us a Facebook message to check current availability if you don't find what you are looking for on the reservation system.

During the off season, we will gladly accept any length of stay pending availability. Please note, rates are \$25 higher for single night and Friday/Saturday-only stays in cabins no matter what time of year.

Reservation Policy

Our reservation policy is intended to be fair to all of our guests yet prevent loss of income to our business. Our business depends on advance reservations; therefore, cancellations can be costly. Once we make a reservation, we remove that cabin/RV site from the market, refusing other requests for that unit. All reservations require a 50% deposit at the time of the reservation. No refunds for early departure, cabin or RV site.

Cancellation Policy

Cancellation greatly affects our business, so we ask for as much advance notice as possible. We ask for 30 days' notice.

- 30 days or more - deposit will be refunded upon **rebooking** of your cabin/RV site for the **entire** reservation, less a \$50 cancellation fee no matter what the circumstances
- 30 days or less – deposit is forfeited

Check In / Check Out

For Cabins, check in 3-6 p.m. Just let us know if you will be arriving after hours so we can accommodate your arrival. Check out is at 10 a.m. If you need a later check out, please make this request upon check in. Late check outs are dependent upon the next guest arrival and will be charge a ½ day rate.

For RV's, check in time is 11 a.m. Check out time is 10:00 a.m.

Pet (dog) Policy – Cabin and RV Guests

We love pets, in this case your dog. Pets incur a fee of \$15 per pet per day, **this includes visiting pets**, maximum weight is 20 lbs for cabins. There is a limit on the number of pets allowed in each cabin, so please call us for specifics. Not every guest on the resort may feel the same way you do about your pet. Please keep your dog leashed at all times. This is a safety issue for your pet. We provide 'poop' waste bags as you are required to clean up after your pet. Not adhering to the pet policy will or if you have an un-authorized pet, or exceed the number of registered guests, you/your pet will be asked to leave with no refund.

Note: we free range our chickens, so the leash policy is strictly enforced.

All Guests:

- Upon reservation, please indicate that you will be bringing a pet or call prior to arriving with your pet
- Only well behaved, well trained, quiet pets are allowed
- If your pet disturbs or threatens another guest or employee of the resort, **the pet will be asked to leave**
- All pets must be on a leash when out and about on our property
- Pets may not be left unattended on our property
- Please troubleshoot any foreseen damage that can be done by your pets
- We reserve the right to charge our guests for any damage done to our property by their pets
- pick up and throw away #2s, bags available for purchase in the camp store)

Cabin Guests

- Pet convenience fee is \$15/pet/night or \$105/pet/week
- Limit 1-2 pets/cabin, minimally furry pets, depending upon pet/cabin size - max. 20 lbs per pet
- Please clean up after your pets indoors (sweeping) and outdoors (pick up and throw away #2s, bags available for purchase in the camp store)
- Pets must be potty trained (no pee pads)
- No pets are allowed in the cabins alone
- The additional pet fee is for the CONVENIENCE of bringing your pet - it is expected our guests will tend to any additional cleaning necessary (sweep floors, wipe up paw marks, cover furniture – no pets allow directly on the furniture without being covered, etc.). Cover sheets provided upon request

RV Guests

- All dogs should be leashed when outside of your RV/Camper. Pets are limited to 2 per RV site. Pets may not be kept in autos, campers/trailers, or fencing outside their RV alone. Pets may be tied outside an RV if a guest is outside with them.
- If leaving your pet in your RV alone, place a sign on your RV indicating so and please advise the camp store in case of a power outage so we can contact you and ensure the safety of your pet(s)

Smoking

All cabins are non-smoking of any type kind, including e-cigarettes or medical marijuana. We have provided ashtrays and buckets on the patios of each cabin for your convenience. Smoking in cabins will incur an additional cleaning fee. Please dispose of your butts properly while on the resort property. We are proud of our resort and request you dispose of your butts within the resort and around your campsite properly.

Boat Stalls

We have an eight-slip boat dock. The slips located to the left are larger and please use the smaller slips on the right if you have a smaller boat out of courtesy to our other guests. We have electricity on the dock with lights at night. There is a fish cleaning station located on the end to the left. Please clean up when you are done. Boat stalls are on first come, first served basis. We required the boat owner to complete and sign a release of liability waiver prior to docking their boat in a slip upon request. Once you launch your boat, we have trailer parking by RV site 12. Please don't park your trailer at your cabin or RV space unless you have permission to do so. For our RV guests, boat slips are available for rent, pending availability. Rental cost is \$10 per day.

Linens and Towels

Linens and towels are for cabin use only. Any other use will incur a cleaning/replacement fee. We are happy to refresh your linens if needed.

Day Visitors – Cabins and RV Sites

Day visitors allowed during our non-summer seasons. During the Summer season, prior/advance notice is required and access will be based on cabin/RV occupancy. The cost is \$10 per person and must be pre-approved by the office. Each person should register in the office upon arrival where they will be given parking directions. This fee allows for access to the swimming pool too. Day guests are not counted as overnight guests. Overnight guests will be charged to the cabin/RV rental accordingly. If you exceed the number of registered guests, you will be asked to leave with no refund.

Cabin Do's / Don'ts

DO'S

Please do enjoy yourself and reach out to either Don or Diane for assistance. Please be respectful of your cabin, furniture and appliances. Please report any damage or items in need of repair as soon as you notice the issue. Keeping the cabins in good working order is important to your stay and ensures all guests have a great experience.

Don'ts

Please don't eat, drink, or spill on the furniture or in the bedrooms. This could incur an additional cleaning fee. Don't use your grill or deep fryer on the cabin decks as this could incur a fire. Fireproof pads are placed under the existing grills for safety.

NOTE: The resort is monitored 24 hours a day, 7 days a week by a variety of security cameras.