



Booking Conditions

Minimal Age Requirements

You must be at least 21 years or older to reserve any accommodations at Eagle Ridge Resort & Spa.

Guarantee Fee Policy

A prepayment fee equal to one night's lodging, tax and resort amenity fee is required to guarantee your reservations. This amount will be applied toward your last night's lodging upon check-in.

Cancellation Policy

All reservations require a prepayment of 1 Night's stay plus tax and resort amenity fee. Our cancellation policy is 7 days. Outside of 7 days from the date of arrival, we will happily refund your deposit amount, minus a \$35 Processing Fee, should your travel plans change. We apologize but prepayments are Non-Refundable within the 7-day period. Departures previous to length of time reserved will be charged in full for balance of reserved period. Refunds are not issued for late arrivals or on unused portions of packages/services.

7- and 8-Bedroom Distinctive Home Cancellation Policy

All reservations require a prepayment of 1 Night's stay plus tax and resort amenity fee. Our cancellation policy is 45 days. Outside of 45 days from the date of arrival, we will happily refund your deposit amount, minus a \$35 Processing Fee, should your travel plans change. We apologize but prepayments are Non-Refundable within the 45-day period. Departures previous to length of time reserved will be charged in full for balance of reserved period. Refunds are not issued for late arrivals or on unused portions of packages/services.

Resort Amenity Fee

We have combined our most popular "extras" and created an exclusive resort amenity package, which includes all of the services and extras listed below. The fee (based on room/rental unit type) can be found on your bill for each night of your stay and is automatically added to all reservations at Eagle Ridge Resort & Spa.

The resort amenity fee includes:

- Wi-Fi internet access in the Inn, all accommodations and conference rooms
- Local calls
- In-room coffee
- Daily newspaper available in lobby (delivered to Inn room)
- I.D. call access for 800 numbers and credit card calls
- On-property shuttle between Inn and golf courses

- Indoor pool, sauna and steam room
- Tennis courts, racket and balls
- Fitness center
- Guest services available to assist with dining reservations and recommendations, flower orders, etc.
- Incoming and outgoing faxes
- Business/computer center
- 2-hour daily paddleboat or canoe rental
- Daily shopping shuttle to Galena
- Preferred tee times

Golf Tee Times

Resort guests may reserve tee times in advance by calling 800-892-2269. Greens fees may be charged if tee times are canceled less than three days prior to confirmed times.

Golf Package Cancellation Policy

All reservations require a prepayment of 1 golfer's portion plus tax and resort amenity fee. Our cancellation policy is 14 days. Outside of 14 days from the date of arrival, we will happily refund your deposit amount, minus a \$35 Processing Fee, should your travel plans change. We apologize but within the 14-day period your package is Non-Refundable. Departures previous to length of time reserved will be charged in full for balance of reserved period. Refunds are not issued for late arrivals or on unused portions of packages/services.

Early Arrivals

You are welcome to arrive as early as you wish. We cannot, however, guarantee that your accommodations will be ready prior to 4 pm.

Pets

We are pleased to be pet friendly and we offer a limited number of villas and distinctive homes available for your pets. We request pets be 50 lbs or less for a \$75 non-refundable fee. The pets must be crated when alone in the unit to avoid innocent housekeepers from harm. Maximum of one pet per accommodation. Dogs only please.

Other Information

- All rates and packages are based on two people per bedroom, unless otherwise specified.
- Contact our Reservations Department for any special packages that we may be offering (special weekends or holidays).
- Weekend rates apply on Sundays of holiday weekends.
- The rates quoted may not be applicable to conference groups. Please contact the Group Sales department at 800-998-MEET.

- Upgraded accommodations on packages are available at an additional per-person charge.
 - Package plans are applicable to a limited inventory of rooms. Please book early!
 - No substitutions or refunds on unused portions of packages.
 - The resort reserves the right to request a two or three-night minimum stay.
 - Guaranteed rooms will be held the entire evening of your reservations.
 - Check-in time: 4 pm. Check-out time: 11 am.
 - The resort reserves the right to adjust published rates.
 - Rates quoted do not include tax or resort amenity fee.
 - \$10 per person fee added to all non-promotional or package reservations with more than 2 adults per bedroom. If reservation is booked online the charge will be added after the reservation is made and an updated confirmation with new rate will be emailed.
- \$95 per night fee charged to all units that have hot tubs. If reservation is booked online the charge will be added after the reservation is made and an updated confirmation with new rate will be emailed.