

RESERVATION POLICIES

Due to high demand, The Reserve strictly adheres to the following reservation policies:

MINIMUMS - There is a two night minimum on all lodging reservations for all weekends (Friday and Saturday) and group blocks. There is a three night minimum on all lodging reservations during all holidays.

CHECK-IN - Check-in is at 3:00 pm daily at the Concierge desk in The Orchard House. After 5:00 pm, a welcome packet including your keys will be left in the brass mailbox labeled "Welcome Reserve Guests" at the front drive of The Orchard House.

CHECK-OUT - Check-out is at 11:00 am. If you desire a later check-out, you may call the Concierge office at 864-869-2105. Late check-outs will be permitted based on availability. Upon check-out, keys can be dropped off with the Concierge office at The Orchard House.

CANCELLATIONS - Cancellations of individual accommodations should be made 72 hours prior to the scheduled check-in date. For group blocks (multiple accommodation reservations), cancellations should be made 15 days prior to the scheduled check-in date.

Please note: If cancellation is not made within these guidelines, an amount equal to 50% of the total reservation dollar amount will be charged to the payment method provided at the time the reservation was made.

PAYMENT - Members and guests can provide payment via member account or credit card. Member account and/or credit card information **MUST** be given at the time the reservation is made; however, you will not be charged until you check-out. During your stay, all activities and food and beverage purchases may be charged to your room account, or you may pay as you go.

PET POLICY - Pets are permitted **ONLY** in specified accommodations for an additional fee of \$100 per visit. Pets are **NOT PERMITTED** in the Guest House at any time.