



Deposit Policy

In order to confirm the reservation, we do require payment for the first two evenings as a deposit either on a Visa, MasterCard, American Express, Discover or Diners Club. If you stay one evening, payment in full is required. Not included in this rate are charges for the transfer of luggage round trip between the dock and the hotel. The fee for this service \$8.50 per person and is automatically added to the deposit amount. Your credit card will be charged within the next 24 hours for the deposit amount.

Cancellation Policy

A deposit for the first two nights is required when you make your reservation. Your reservation deposit will be refunded, less a \$50.00 processing fee, with notice of cancellation at least 10 days prior to your scheduled arrival. Reservations cancelled less than 10 days prior will forfeit their room deposits.

For guests reserving the Masco Cottage, the balance of your stay is due 30 days prior to your scheduled arrival. Notice of cancellation for the Masco Cottage is also required at least 30 days in advance of scheduled check-in with a \$200 processing fee. Reservations cancelled less than 30 days prior will forfeit their deposits.

Grand Hotel accepts Visa, Master Card, Discover, American Express and Diners Club credit cards for room deposit and final payment of bills. Personal checks, travelers checks and cash will be cheerfully accepted.

You are welcome to arrive as early as you wish, however we cannot guarantee that your accommodations will be available for occupancy before 4 p.m. Check-out time is at 11:00 a.m. A charge of \$8.50 per person is automatically added to all guest folios for round-trip transfer of luggage from dock to Hotel and return. Taxi transportation is not included in the above rates. Many organizations have business meetings at Grand Hotel, it is possible that a group will be meeting at the Hotel during your visit.

Dress Guide

Since Grand Hotel is a resort, we want you to feel at ease and dress comfortably. During the day, casual resort clothing is appropriate. Prior to 6:30pm please no midriff baring tops, sweatpants or cut-off shorts for ladies. For gentleman no sleeveless shirts, sweatpants, or cut-off shorts. Since

every evening at Grand Hotel is a special occasion after 6:30pm dresses, skirts, blouses, dress sweaters and dress slacks for ladies are preferred, while gentleman are required to wear a suit coat, necktie and dress pants, no denim or shorts. This applies for all areas inside the hotel with the exception of the Cupola Bar. Children 12 years and older are expected to be in dress similar to the adults.