

Pine Valley Lodge Check-In Instructions

Please read this short document, as our Check-In process has changed from previous years.

Check-In Hours: 4:00 pm to 9:00 pm

Check-In is located at the Concessions counter in the Speakeasy.

When you walk in the main doors, the window will be at the front of the hall to the left.

You may either park outside the Speakeasy, in the parking lot (coming soon) or next to your cabin before coming into the Speakeasy. However, you may not enter the cabin until after you complete the check-in process, as it will be locked.

Feel free to use the beach, eat or drink in the Speakeasy, or use our arcade while you wait.

At Check-In, you will pay the remaining balance on your cabin (if applicable), the refundable security deposit, and any extra guests or pet fees. (This can be paid with card, check, or cash.)

You will have to fill out a short Guest Registration Form, Pet Information Form (if needed), and you will be given a small information packet, and then you are free to unpack in your cabin.

There will be several notices and documents hanging in your cabin (including information about Speakeasy hours, concession hours, and other little things), so be sure to look for those.

Ancillary charges will be due upon delivery of services throughout the week, such as boat rentals, equipment rentals, etc... These can be paid at the Concessions counter in the Speakeasy, or at the bar (only in the case that Concessions is closed).

If you have any questions or concerns, feel free to text 608-937-9626. We have limited staff, so during working hours, it's not guaranteed someone can answer your call. However, texting is much easier to answer. If you feel your questions can't be answered over text, address them to either a bartender or the concessions worker.

Directions to Pine Valley Lodge from Rhinelander:

Head east on W King St toward S Stevens St
Turn left onto S Stevens St
Turn right onto E Timber Dr
Continue onto County Hwy C
Turn left onto Lakeshore Dr
Pine Valley Lodge will be on the right

Policies:

Reservation Policy

Check-In Time: Any Time After 4:00 p.m., Check-Out Time: Before 10:00 a.m.

Guests checking into a cabin must be at least 18 years of age.

It is mandatory for all guests to provide a valid ID at Check-In.

Upon Check-In, all guests must fill out a Guest Registration Form.

Please note that changes to your reservation may result in additional fees.

If a guest does not check in to their reserved cabin by the morning following their Check-In day, they will forfeit their deposit and the cabin will be posted for new reservations immediately.

Cancellation Policy

Guests are allowed to cancel their reservation at least 14 days prior to their arrival date without incurring any fees and are issued a full refund.

If a guest cancels between 13 and 5 days prior to their arrival date, they will incur no fees, but their deposit will be forfeited.

If a guest cancels with less than 5 days prior to their arrival date, they will incur a \$150 cancellation fee, and their deposit will be forfeited.

Guests may modify their reservation any time before or at Check-In without incurring any modification fees. However, some changes may incur their own additional fee, which will be explained when the modification is made.

Guest Registration Form

This form will be available upon Check-In, or you may fill it out ahead of time and bring it with you to save time at Check-In.

Booking Details

Dates of Stay: _____

Number of Adults: _____

Number of Children: _____

Number of Pets (if applicable): _____

Cabin: _____

Guest Details

Primary Guest Name: _____

Phone Number: _____

Email: _____

Notes/Requests/Additional Information:

Pet Information Form

This form will be available upon Check-In, or you may fill it out ahead of time and bring it with you to save time at Check-In.

This form is meant to be able to identify your pet in case of emergency, or if they are found by employees or guests of Pine Valley Lodge.

Owner Information

Name: _____

Phone Number: _____

Home Address: _____

Cabin: _____

Pet Information

Name: _____

Age: _____

Breed: _____

Weight (approx.): _____

Vaccinations: _____

Special Notes/Important Information: _____
