

**POLICIES AND INFORMATION:**

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**CONTACT US:**

**PHONE:** 248-797-0208

**EMAIL:** [TimberlaneResorts@gmail.com](mailto:TimberlaneResorts@gmail.com)

**LOCATION:** 532 Tawas Beach Rd, East Tawas, MI 48730

**MAILING ADDRESS:** PO Box 1147 Birmingham, MI 48012

**NO SMOKING OF ANY KIND IN ALL CABINS**

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**GIFT CERTIFICATES:**

Timberlane Resorts does not currently allow the purchase of Gift Certificates to the Public at this time. Please contact us via, email or phone, to inquire about an exception to this policy.

Timberlane Resorts may issue rental credit in special circumstances. You will receive this credit in the form of a certificate via email. Please contact us if you would like this information to be mailed to you. The credit will have a specific code that can be used in the payment section of booking and can be used for any remaining or future balance, including deposits. We do have this information saved in our system for each customer and can apply this to your booking after the fact in our system or can book for you while applying this credit upon request.

Credits are issued to customers for our ongoing referral program. Each eligible customer will receive their credit via email and can apply it as a payment for any booking with a balance. Earned credits can be stacked to be able to pay with more than one credit per booking. Please view the Referral section or contact us for more details.

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**REFERRAL PROGRAM:**

Timberlane Resorts is proud to offer our loyal customers a new way to earn rewards!

If you are a current customer and refer a new customer who books with us both of you will receive a \$50.00 credit towards any unpaid balance. Current customers can stack these credits to be able to apply them all at once to any booking in the case that they refer more than one new customer to our resort!

Please refer to GIFT CERTIFICATES section on details on how you receive that credit.

\*A new customer must have never booked with us before. This will be verified via name and email in our booking system. The new customer can mention the current customers name

upon booking, or after booking to receive this credit. The current customer can also call with the new customers information in order to enact this credit. There are NO hidden restrictions, if you think something went wrong, or you think it is too late, PLEASE call us to see how we can fix this!

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#### **BOOKING POLICIES:**

Cottages sleep 4-14. Comforters, pillows, blankets, mattress pads, kitchen dishes and utensils provided. **Linens provided June to September ONLY.**

Additional amenities include gas grills, picnic tables, bonfires and a safe sandy beach. Close to hiking/cross-country skiing trails, snowmobiling, ice skating arena, canoeing, golf courses and hunting. Boat rentals at Marina right next door!

**\$200 refundable cleaning and security deposit due via credit card payment before arrival.**

**(June 27th - August 22nd) you MUST select a Saturday to Saturday.** Please contact us with inquiries about possibilities of flexing this time for your trip!

**\*\*\*A/C AVAILABLE ONLY IN WHITE HOUSE AND OAK CABINS\*\*\***

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#### **DISCOUNTS POLICIES:**

7+ Nights receive 10% off automatically applied at Checkout. All other promotions can be entered in the promo section upon booking. If you are using a limited promotion and have questions please call us or message us on our Facebook.

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#### **CANCELLATION POLICY:**

**\*\*\*Please Remember\*\*\* This is only a cancellation for your booking with Timberlane Resorts. Please Contact Jerry's Marina to cancel any Boat or Jet Ski rentals or Boat slip reservations.**

#### **BOOKINGS - DAY AFTER LABOR DAY, UP TO AND INCLUDING FATHER'S DAY:**

- A 50% deposit is required to hold your reservation.
- Refunds (less a \$25 cancellation fee per cabin) are only able to be issued in the case that the cabin can be rebooked for the duration of your cancelled reservation.
- You will be held financially responsible for 100% of your reservation if you cancel at any time.

#### **BOOKINGS FOR SUMMER - DAY AFTER FATHER'S DAY, UP TO AND INCLUDING LABOR DAY:\***

- Bookings made before Feb 1st: Require a 25% deposit at the time of reservation, and a second 25% deposit by Feb 1st, in order to hold your reservation.

- Bookings made after Feb 1st: Require a 50% deposit at the time of reservation in order to hold your reservation.
- Refunds (less a \$25 cancellation fee per cabin) are only guaranteed to be issued if the cancellation is made before February 1st.
- You will be held financially responsible for 100% of your reservation if you cancel after Feb 1st.

\* All Bookings for the year of 2020, created before May 25th 2020 must refer to the policy listed on their original Invoice. If you have any questions about how this policy applies to your current or future booking please feel free to contact us.

**\*PLEASE NOTE:**

- If you have paid less than your 50% deposit: The Balance Due on your invoice indicates the remainder of the deposit still due for your reservation to stay held.
- If you have paid 50% or more: The Balance Due indicates the remainder of the full amount owed to check in on the day of your reservation.

**SUMMER WEEKLY RENTERS:**

- If a deposit less than 50% has been received, your Balance Due on your invoice indicates the amount due to complete full deposit before Feb 1st of your reservation year.

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**RENTAL INFORMATION:**

**PETS:**

- Pets (dogs) are allowed (in all but Cedar) if they are well behaved.
- Charge is \$15/night per pet.
- If you did not choose this item upon reservation, please call to have your booking adjusted.
- If you planned on bringing dogs and you are in the Cedar, please call to explore other availability.

**WHAT TO BRING:**

- If you planned on bringing dogs and you are in the Cedar, please call to explore other availability.
- \$200 CLEANING & SECURITY DEPOSIT (Check)
- Between (Oct - May) please remember to bring linens and towels
- Bed sizes can be found on our website [www.timberlaneresorts.com](http://www.timberlaneresorts.com)
- Beach Towels (Please do not use bathroom towels at the beach these are for cabin use ONLY)
- Firewood
- Shampoo, Soaps, Toiletries, Food and Condiments, Dish Soap, Garbage Bags

**CHECK-IN:**

- Check-In is after 3 pm.
- Your keys will be held at Jerrys Marina next door. Hours are 9am - 4:30 pm Mon-Sat, closed on Sunday. If you will be arriving after 4:30 pm or on Sunday please let us know.
- The Marina is a seasonal business. If your rental is October - May, please let us know when you will arrive so we can ensure you are taken care of.
- Any remaining balance, and security deposit (Details Below) must be paid in order to receive your keys.
- You may use the online option indicated on this invoice to finish payment, or may pay via Phone call, or in person upon key pick up inside Jerry's Marina.

#### **CHECK OUT:**

- Check out is no later than 10 am.
- Please leave the keys on the kitchen table and the cabin unlocked upon check out.
- Please shut all windows, turn down the heat and the A/C off (**White House and Oak ONLY**) and turn off the lights.

#### **CLEANING & SECURITY DEPOSIT:**

- A check for \$100 per cottage is required the day you arrive. This is refundable and will be mailed back to you if you meet the following conditions: No damages to the cottage, no dirty dishes, remove all food, take garbage to dumpster, clean coffee makers, wipe out microwave, clean any spills in oven, scrape grills, wipe off tables and counters and vacuum. We expect all messes to be cleaned before leaving. We understand we rent on the beach so please do not worry about light sand and dirt, as long as it not excessive.
- There is a fee of \$25/hour for any excessive cleaning after you leave.

#### **DUMPSTER:**

- The dumpster is located in the parking lot of Jerrys Marina. **DO NOT** use the bin across the street, it does **NOT** belong to the Resort so please respect the owners of that bin.
- If you are renting more than one cabin, that includes the Cedar please do not allow the pets inside the Cedar in respect for our policies and future renters with allergies.
- Please be considerate of other renters and clean up dog piles, keep barking down, and leash or cage pets when outside.
- Please keep pets off furniture and make sure all dog hair is swept and vacuumed up.

#### **LINENS:**

- (Please note if booking October - May: Linens and Towels are **NOT** provided. You will need to bring these with you. Please call for detailed information of what you need for your rental.)
- One set of sheets for each of the beds and pullouts are provided for your entire stay.
- One set of towels per occupant (based on beds) are provided for your entire stay.
- Towels provided are **NOT** for beach use. Please use personal beach towels outside the Cabin.
- The laundromat is located at:

- Tawas Bay Laundromat, 324 W Lake St, Tawas City, MI 48763
- To help us keep prevent mildew please hang up wet towels to dry - if dry outside you can hang on a clothesline or over the outside chairs when you leave.

#### **SUPPLIES:**

- Dishes, silverware, pots and pans, coffee mugs, glasses, cooking utensils, dishtowels, coffee maker, toaster are provided.
- If you are with a group renting more than one cottage, please return all kitchenware to the proper cottage.
- All cottages have a microwave and gas grill.
- You need to bring disposable items such as toilet paper, tissue, paper towels, toiletries, dish soap, bar soap, garbage bags, coffee filters etc.
- You also need to provide your own firewood.
- At least one fan is supplied in cottages without ceiling fans.

#### **TV'S & PHONES:**

- We do not provide cable, TV's or phones.
- Some renters have brought up TVS with built in VCRs, or used a portable dish.
- We do not have any issues with Cell Service.
- For emergencies please contact the East Tawas State Police. Phone #[\(989\) 362-1430](tel:9893621430)
- We do provide free wireless internet - codes are available at Jerry's Marina and are posted in all cottages.

#### **REMEMBER:**

- For emergencies please contact the East Tawas State Police. Phone #[\(989\) 362-1430](tel:9893621430)
- We would love to have you back next year! We automatically reserve these same dates, at this same cabin for you and your guests next year! If you would like to confirm these dates please let us know no later than 30 days from today.