

**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 \$8.00 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 \$45.00 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. 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 pm. Check-out time is at 11:00am. A charge of \$8.00 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. After 6:30 p.m. ladies are attired in a dress or dressy pant suit and gentlemen are required to wear a coat and necktie in all areas of the hotel. To obtain discounted ferry tickets, please print your email confirmation and present it to the Shepler's Ferry Company when purchasing your tickets. Ferry schedules and discounted advance purchase tickets may be found at www.sheplersferry.com.