

## **North Bend State Park Group Services - Policies and Guidelines**

### **Overnight Group Reservations:**

Group reservations can be made two years in advance from the first of the month with the rental of five or more rooms. Reservations of 15 or more rooms or all cabins can be made three years in advance from the first of each month. North Bend starts accepting reservations at 8:00 a.m. the first day of the month.

Group reservations are accepted on a first-come, first-serve basis. Groups that meet rental criteria may also reserved the conference room and /or picnic shelter.

### **Conference Room Reservation:**

Conference rooms are not reserved more than 60 days in advance unless the group has contracted an overnight function.

### **Lodge Deposits / Cancellations:**

No advance deposit is required by a group using a master account for all room charges. However, deposit is required when making any group reservation two or more years in advance. The group will be directly responsible for the block of rooms and if canceled less than 30 days from arrival, will be responsible for the first night's lodging of each room. A rooming list is required 15 days or more prior to arrival and will serve as a guarantee for rooms not used.

If individuals are responsible for room charges, a deposit in the amount of the first night's lodging is required at the time of the individual reservation. The group block of rooms will be held until 30 days before arrival time after which time the remaining rooms will be released. Cancellation of individual room bookings must be made 48 hours prior to check-in for a refund of the deposit.

### **Cabin Deposits / Cancellations:**

If individuals are responsible for cabin charges and staying four or more nights, a deposit of 1/2 the total rental charge is required. If the reservation is for three or less cabin nights, then the total charge is required as a deposit. Cabin advance deposits may be refunded if cancelled 30 or more days prior to arrival, minus a \$15.00 handling fee.

### **Guarantees:**

All pertinent information is due 30 days prior to arrival. Guaranteed attendance and final meal counts are due 48 hours prior to the event.

### **Tax Exemption:**

If a group is eligible for tax exemption status, please supply the tax exempt number when making reservations, and forward a copy of your tax exemption certificate with the signed group contact.

### **Payment**

All accounts must be paid in full before the group's departure. The Group Sales Coordinator will make billing arrangements for special instances such as direct billing (master account), governmental agencies, etc. Special billing arrangements and request for itemized billing must be requested prior to arrival. North Bend accepts cash, checks, VISA, MasterCard, American Express, Discover, and Diners Club.

### **Food & Beverage**

All food and beverages in the conference room must be provided by the North Bend Restaurant.

### **Decorations:**

No decorations may be affixed to the walls, ceiling, or floor unless prior approval has been obtained from the group sales coordinator.