

## *Thank you for booking your stay at Mellow Mountain Hostel,*

We are excited for your upcoming reservation with us! Each room is equipped with a *heater, restroom, and shower*. Your group will have access to the communal kitchen where you can store food, cook, and relax altogether. Additionally, there is an extra restroom in the communal room, and extra shower & restroom in the computer room. We do have onsite laundry machines available as well as *free* high-speed wifi for use.

Our reception area is open from 9:00AM-9:00PM, in case of an overnight emergency, please call the number posted on our reception door. At the front desk you can purchase items like shampoo, conditioner, and body soap - additionally, we do sell the cheapest drinks in all of South Lake Tahoe.

Loved your stay? We have hoodies and t-shirts for purchase!

### **CANCELLATION POLICY**

For group bookings, we process a 20% non-refundable deposit at the time of booking. 30 days prior to your arrival, we will process any remaining balance with the credit or debit card provided. To *cancel* your booking, you must call during business hours (we do not accept email cancellations) and speak with a *manager* to process the cancellation. We must receive notice at least 14 days prior to your arrival to refund the balance less the 20% non-refundable deposit."

Please be aware that inclement weather and smoke don't nullify our cancellation policy. Canceling at least 48 hours before 4pm on the first day of when your reservation starts is required for you to be exempt from payment unless there is an official notice or restriction such as a mandatory evacuation or all roads leading into South Lake Tahoe are closed. If you are nervous about winter conditions or smoke, know that the winter forecast and fire warnings should give you a good idea of the situation well before 48 hours and still within the cancellation period, so keep yourself aware of issues related to your travel plans.