



SHERWOOD HILLS RESORT HOTEL POLICY

Please note all rates, where ever seen, are based on availability and are subject to change without notice. A guaranteed reservation, made with a credit card, is the only way to lock in a price.

Reservations – Hotel & Spa

No reservations will be made without a valid credit card. We do not charge anything on your card at the time you make your reservation. Your credit card number is held as a guarantee. If you do not show up or do not cancel your reservation per our cancellation policy, we will charge your credit card one night's room and taxes. ADA compliant guest rooms are available. Guests must be 18 years or older with valid identification to reserve and check into a room.

We accept Visa/Master Card/American Express/Discover cards only.

Cancellation

Reservations must be cancelled 24 hours prior to arrival date in order to avoid a charge of one night room and taxes to your credit card. This policy also applies to reservations made in The Spa at Sherwood Hills Resort. Any changes or cancellations with less than 24 hours notice will be charged 100% of the treatment.

Payment

A valid credit card is required at check-in as authorization for payment of the room, tax and incidentals. For debit card users, an immediate hold will be placed on the card that is equal to the room, tax and 50% of the total room and tax for incidentals. ALL GUESTS are required to present a credit card and proper photo identification even if guests are planning on paying in cash upon check-out.

Pre-Authorization Information

In the case that a guest's room is to be paid by another party's credit card that will not be staying in the hotel, completed preauthorization form is required from the credit card holder allowing Sherwood Hills Resort to use the credit card for the specified charges. A reservation agent will be able to fax or e-mail you the form to be filled out at your request.

Special Packages

All special package rates are based upon double occupancy for one night.

Room Occupancy

Sherwood Hills Resort offers a variety of room categories. Room occupancy requirements are based on fire code restrictions. Average room occupancy is a maximum of 4 guests per room. Please disclose how many occupants will be in your party so we may assign you the proper room type. Please be advised, there is a limited number of visitors allowed per room. Your visitors are **NOT** considered **registered hotel guests**; therefore, their use of hotel recreation facilities is not permitted.

Arrivals / Departures

Check-in time is at **3:00 PM** --- Check-out time is at **11:00 AM**

If you plan on arriving prior to our check-in time, we ask that you call ahead on the day of your scheduled arrival. While we do not guarantee early check-in, we will do our best to accommodate you. If your room is not ready upon your arrival, we will happily hold your luggage until you can access your room. In order to guarantee access to your room before 3:00 pm, we recommend that you also reserve your room for the prior night. Express Check-out is available.

Parking Permits

Permits are required on all vehicles parked on Resort property. Hotel guests and guests for special events will receive their parking permits when checking in at front desk. Non hotel guests must register at the front desk to receive a \$10 per car day pass parking permit.

Children

We welcome children of all ages as our very special guests. As responsible adults, you must supervise your children at all times.

Alcohol

Alcoholic beverage service in the Belle Monte Restaurant and at special events, is restricted to those 21 years old or older (valid identification required). Alcohol served at our events can only be consumed at that event venue. Registered guests who choose to bring their own alcoholic beverages must consume those in their room. Alcohol is not allowed in public areas such as the lobby, pool area, etc. Open containers in the public areas will be confiscated. Violators of these policies will be subject to prosecution by Utah State laws.

Smoking

Sherwood Hills Resort is proud that our facility is a smoke free property. Guests will be charged \$150 per day for deep-cleaning any room in which smoking has taken place. There are designated smoking areas on the property which are 25 feet from our buildings in accordance with the Utah State Laws. We further thank you in advance for complying with our policy and helping us preserve the wilderness area surrounding Sherwood Hills Resort.

Hotel Facilities

Registered Hotel Guests are allowed to use the resorts recreational facilities as part of their stay. Non-hotel guests are required to purchase a day pass (as stated under Parking Permits) to enjoy the hiking, biking, snowshoeing, cross-country skiing, and snowboarding activities on resort property, but does not include the in-house or lawn recreation facilities.

Pets

We apologize that pets are not permitted at Sherwood Hills Resort, with the exception of service animals for guests with special needs.

No Cooking Appliances Allowed

In order to insure the safety of our guests; Sherwood Hills Resort prohibits any type of cooking appliances in guest rooms or outside their rooms per order of the local fire department.

Open Fires / Flames

Open fires, flames or cooking grills, either charcoal or gas, are **NOT** allowed **ANYWHERE** on Resort property. The safety of our guests, our facility and the beautiful canyon prohibit these practices.

Special Events

Sherwood Hills Resort may enforce special event policies over high demand dates such as some holidays, sporting events, weddings, festivals, or other special events. Event policies can include pre-payment/non-cancellable or 72 hour cancellation requirement for room reservations, restricted access to specific areas of the hotel or hotel grounds, and limited parking. Please contact the hotel directly to inquire further about these policies.

Gift Cards, Sherwood Hills Resort Currency, and Special Resort Trade-out or Donation document

Customers must contact the hotel directly to purchase Sherwood Hills Resort currency during 9 am to 5 pm for upper management authorizations. When using any of the above forms of payment, guests must make their reservations directly with the Resort, not online, to check for availability.

Game Room

As a courtesy to all guests, please limit your time spent if others are waiting. In efforts to keep this room clean for everyone, we ask that no meals to be consumed in the room or on the game equipment such as the tennis table. Snack foods are permitted.

Wedding Lawns

Certain areas of the resort are off-limits to the public such as our wedding lawns. Please refrain from playing on these areas.

Housekeeping Service

We provide housekeeping service daily, between the hours of **9 AM to 3 PM**. Please be advised housekeepers are prohibited from touching personal property.

SHERWOOD HILLS RESORT DAY SPA AND BELLE MONTE RESTAURANT ARE OPEN TO THE PUBLIC

**WE WELCOME TOURS OF OUR PROPERTY AND FACILITY;
HOWEVER, TO ENSURE THE PRIVACY OF OUR GUESTS,
TOURS OF OUR FACILITY ARE BY APPOINTMENT ONLY WITH MANAGEMENT
SELF-GUIDED TOURS ARE NOT ALLOWED.**