

# Hampel Properties

Hampel Properties  
438 State Hwy 70 E  
P.O. Box 565  
St. Germain, WI 54558

(715) 218-6598

## Reservation Policy

Our reservation policy is intended to balance the needs of our business and our guests, providing some flexibility to our guests, while preventing loss of income to our business. There is high demand for bookings during peak season and we have limited dates and properties with which to capture this demand. Once we reserve a unit for a guest, we remove that unit from the market, refusing all other requests for it. Late cancellations can have a significant impact on our business as it can be difficult to rebook units on short notice.

If a guest cancels a Peak Season reservation more than 60 days prior to their scheduled arrival date, or more than 30 days for Off-Peak reservations, we will refund their deposit, less a minimum \$25.00 service charge.

If a guest cancels a reservation in less than the required notification periods, the entire reservation is due in full and we will only refund the reservation if we can re-rent that unit for the same price and dates, less a minimum \$25.00 service charge.

We reserve the right to place daily guests in a different unit to accommodate weekly reservations.

## Payment Policy

Full payment for your stay is considered due 60 days in advance of Peak Season reservations and 30 days in advance of Off-Peak reservations. The balance of room rent due for the days reserved must be paid on arrival. We do not provide refunds for early departures.

In the event of emergency early departures, we will consider a partial refund, less the \$25 service charge, as long as we can rent the unit.

We accept the following forms of payment but a credit card is required to confirm your reservation.

Cash, Personal Checks, and Travelers checks preferred;  
MasterCard, Visa and American Express

## Deposit Policy

A 25% deposit is required to confirm a reservation along with a credit card. As a courtesy we will only hold your reservation for 7 days without a deposit.

## Cleaning Policy

You must make a reasonable effort to clean your cabin before departing which includes: washing all dishes, sweeping floors, removing all garbage and emptying the refrigerator and freezer. If we find that excessive cleaning is required after your departure, you will be charged an additional \$100 cleaning fee.

## **Off-Peak Reservations – Generally between September 1 - May 31**

A 25% deposit is required. Cancellations will receive a deposit refund less a \$25 service charge if your unit is re-rented for the same dates and prices. Your balance is considered due 30 days prior to your arrival date, and payable upon arrival. **Cancellations within 30 days of arrival will be charged the full balance of their reservation if the reservation cannot be filled for the same dates and prices.** For this reason we recommend trip insurance to protect your investment in your vacation, especially for groups of three or more cottages. We do not refund for early departures.

## **Peak Reservations – Generally between June 1 - August 31**

A 25% deposit is required. Cancellations will receive a deposit refund less a \$25 service charge if your unit is re-rented for the same dates and prices. Your balance is considered due 60 days prior to your arrival date, and payable upon arrival. **Cancellations within 60 days of arrival will be charged the full balance of their reservation if the reservation cannot be filled for the same dates and prices.** For this reason we recommend trip insurance to protect your investment in your vacation, especially for groups of three or more cottages. We do not refund for early departures.

## **Cancellation Policy Summary**

Deposits are only refundable, less the \$25 rebooking fee, if canceled within the proper notice periods summarized below:

- Peak – 60 Day
- Off-Peak – 30 Day

If reservations are canceled **WITHIN** the above listed dates the **ENTIRE reservation balance plus the applicable taxes are due in FULL**, unless we are able to re-rent the property for the exact same dates and prices.

## **Rental Requirements**

Three-night minimum generally required. Please call or email for information about 1 or 2 night stays.

**Check-in time is 3:00 PM**

**Check-out time is 8:00 AM in Peak Season and 10:00 AM in Off-Peak**

Early arrivals or late departures can sometimes be arranged. Please call or email to confirm availability.

- Balance of rental is due upon arrival.
- Extra persons are charged \$15.00 per night or \$ 75.00 per week
- All rates subject to 10% state and local tax.
- Cash, Personal Checks or Travelers Checks preferred
- MasterCard, Visa, and American Express accepted