



Pet Policy

To ensure a pleasant stay for all our guests, Edgewater Resort has the following policies, guest responsibilities, duties and liabilities in place for our guests traveling with their dog(s), as outlined in the policies below which cannot be changed verbally except by the General Manager of the Edgewater Resort.

All guests staying with their dog are required and agree to have read and acknowledge this entire document. All guests staying with dogs are responsible for full compliance with all policies and agree by paying their deposit balance at check-in to have read, understand, agree, and acknowledge all policies and their duties, responsibilities and compliance in full of the Edgewater Resort Pet Policy regardless if they actually read or reviewed any part of the Pet Policy in exchange for Edgewater Resort allowing the guest's dog(s) to stay in their unit.

1. The **only pets we allow are dogs**, no cats, no other animals, no reptiles, or no any other pets.
2. The **only** pets or service animals allowed anywhere on the Edgewater Resort property are **well-behaved dogs** and only in **rooms designated**.
3. If you are staying with your dog, then you **MUST CALL to confirm you have booked a correct** dog friendly room.
4. The **dog fee** charge is as follows:
One Dog: \$30 per night
Additional Dog: \$15 per night
5. **Failure to disclose you have a dog** with you, you will be charged double the standard dog fee and if the room you are staying is not an approved dog room an additional cleaning fee of \$250.00 will be charged or your reservation may be cancelled with no refund of your deposit or paid balance and are subject to this Pet Policy regardless of having read it or not or having been aware of it or not.
6. Dogs are **NOT allowed** in the fenced-in **gated pool area, beach, fitness center, sauna, and in room whirlpool tubs**. Dogs are not allowed on the **verandas** except to access and leave the rooms.
7. Dogs must be **on a leash at all times** when they are not inside a room.



8. Edgewater Resort has several dog clean up stations stocked with bags located around our property and guests with dogs are who are responsible and ***MUST clean up after their dog(s)***. There is also a station across the street at the Ephraim Visitor Center.
9. Excessively barking dogs, aggressive dogs or any guest staying at the Edgewater Resort who is ***not following or able to immediately comply*** with the Edgewater Resort ***Pet Policy*** may have their ***stay cancelled, asked to leave and no refund*** for any unused portion of their stay.

10. Potential Cleaning & Damage Fees:

Minimum Cleaning Fee:

Guests staying with dogs agree and are responsible, as part of our agreement to book the units for your length of stay, for paying the ***Minimum Cleaning Fee of \$150.00*** if the unit at check-out has stains or excessive soiling of the bedding, linens, furniture, flooring or towels or the unit requires longer than 60 minutes to clean, our normal cleaning time for our housekeeping staff.

The Minimum Cleaning Fee is the minimum that will be charged, if the time to clean the unit to Edgewater Resort Standards for our guest to check into the unit, by our housekeeping staff, takes longer than 1 hour, the fee will be increased by \$75 for each 30 minute increment thereafter for cleaning time that requires housekeeping staff to bring the unit to the Edgewater Resort Standard for next guest check-in.

Damage Fee:

Guests are also liable and will also be charged on the credit card used to pay for their stay, a Damage Fee for any damage to anything in the unit and will be charged at the cost we charged the owner of the unit for the replacement or repair including all charges Edgewater Resort incurs to fix the damage.

If guests have repeat incidents, they will have to pay half of the Minimum Cleaning Fee up front at time of booking and the other half at check-in when paying the balance owed. After guests check-out and the room inspection by the manager or housekeeping staff determines it will only require the usual cleaning time, The Minimum Cleaning Fee will be refunded to the same credit card that was charged.

Payment of Fees:

Guest agrees that the Fees above, will be charged to the same credit card used at booking or check-in and will be charged after the guest checks out and the Edgewater Resort Staff has determined the Cleaning Fee or Damage Fee is appropriate. That determination is solely the discretion and determination of the Edgewater Resort staff on duty the day of checkout or the GM at any time.

Repeat Incidents:

If guests have ***repeat incidents***, they will have to pay half of the Minimum Cleaning Fee up front at time of booking and the other half at check-in when paying the balance owed. After guests check-out and the room inspection by the manager or housekeeping staff determines it will only require the usual cleaning time, The Minimum Cleaning Fee will be refunded to the same credit card that was charged.

11. ***Designated pet exercise area*** is located in the Garden Cottage area between all the cottages in the grassy area and NOT on neighbors' property. Guests are also welcome to utilize our stonewall grassy area as well which is across the street. Use the designated cross-walks to access the area. Dog must be on a leash even in these areas due to other dogs and people in the area that come and go from it. There are designated trails in the local county and state parks as well as several local dog parks in Door County.

12. Pet owner and their guests will be a ***courteous pet owners and care providers*** and always pick up after their dog(s) and properly **dispose of its waste** in outdoor garbage cans.
13. None of the Edgewater Resort dishware, kitchenware, wine buckets or any other property items may be used for dog(s) water or food except dog dishes that are provided in the unit. Dog guests agree to ***provide their own water or food bowls*** for their dog(s).
14. Any ***complaints by guests regarding your dog(s)*** will be brought to dog guest's attention by contacting guest through the cell phone number provided at booking or check-in to the Edgewater Resort, calling your room phone, or in person. If there is a ***repeat incident*** as a result of the dog's action, that dog owner and their guest's will be asked to remove that dog from the premises and if dog owner or their guest's fail to remove the dog from all Edgewater Resort property for remaining entirety of their booked stay, all will all have their ***stay terminated***. Dog guests and their guest's fully understand that there is ***NO REFUND*** for an early departure caused by violation of the Edgewater Resort Pet Policy.
15. ***Housekeeping*** will only provide ***requested stay-over service*** while the dog(s) are out of all rooms. Housekeeping will ***provide sofa and chair covers*** to minimize dog hair issues and are required to be used by the guest(s).
16. Dog(s) are ***not required to be crated*** and can be left alone in the units of the dog's guest(s) with the requirement that they will not excessively bark, urinate, defecate or cause any damage to any of the unit's property or cause anything that would interfere with another guest's enjoyment of the Edgewater Resort. All windows to the unit must be closed when guests leave their unit as a precaution to keep any upset of their dog(s) to a minimum. All damage caused by dog(s) or guest will be the responsibility of the guest on record and held liable as outlined above.
17. This is the ***entirety of the Edgewater Resort Pet Policy*** which all guest's with dogs accept and are responsible to comply with all of its duties, responsibilities, requirements and acknowledge and fully accept that it is their duty to have reviewed this Pet Policy and asked for any clarification ***BEFORE*** checking in to the Edgewater Resort as consideration for allowing guest to book and stay at the Edgewater Resort.
18. This Pet Policy is always viewable on the Edgewater Resort website under the Policies or Dog Friendly section and is easily viewed. No verbal alteration of any of its terms or wording are allowed. Failure to enforce any part of this Pet Policy in any way does NOT waive current or future enforcement of any part of the Edgewater Resort Pet Policy.

If you have any questions or need any clarification you are required to,

please contact our Front Desk staff at:

info@Edge-waterResort.com or call 920-854-2734

If you booked online, Do NOT contact that Online Booking site,
they will not have the correct information.