



Reservations Policies and Procedures

For reservations, call 1-828-692-1359 or e-mail to rentals@highlandlake.net.

We will contact you to confirm your reservation.

Highland Lake Properties, LLC accepts Cash, Approved Personal Check, and MasterCard & Visa only.

Check in: is 2:00 pm - 5:00 pm. Arrangements for late arrival check in are available, but must be made in advance.

Check out: is 11 am.

Payment:

Deposits:

A 50% deposit and a signed contract are required to reserve a cottage. Rental agent will ask for credit card information (MasterCard or Visa only) at time of reservation for file. Agent will then mail vacation rental agreement, client will sign and mail back to Highland Lake Properties, LLC along with check for 50% of reservation. The balance of rental fee will be due on or before check in. Highland Lake Properties, LLC accepts Cash, Approved Personal Check, and MasterCard & Visa only.

Cancellations:

Cancellations made 14 days or less before the reservation date will forfeit deposit.

In the event of an early departure, guests are responsible for payment of any unused nights.

Holidays, Group Bookings and multi-month reservations may require longer cancellation notification.

Owner may require full deposit for reservations of one month or longer.

Pets: No pets are allowed in Homes unless otherwise noted in home rental information overview.

Furnishings: Each unit is furnished with linens and towels and a coffee maker. Homes with kitchens are also furnished with eating and cooking utensils, dishes and cookware. Please consult individual cottage amenities overview for specific unit furnishings. A variety of baby equipment is available for rent by Highland Lake Properties, LLC; please inquire for rates and availability when making your reservation.

Cleaning: All Vacation Rental Cottages are professionally cleaned before your arrival and after your departure. Daily housekeeping is available for an additional fee, but must be arranged in advance.

When you leave: Please place all linens and towels in one location near the front door. Gather all garbage and place by the front door. Load all dirty dishes into dishwasher, fill soap dispenser and turn on.

Television/VCR/DVD: Varies by unit

Telephone: Local service provided

Internet Service: Varies by unit

Food: Our Vacation Rental Cottages are within walking distance of Seasons Restaurant, offering breakfast, lunch and dinner. Season's Restaurant is an Award Winning Culinary Experience owned and operated by the Highland Lake Inn (Not Affiliated with Highland Lake Properties, LLC). All payments for meals at Season's Restaurant must be made at time services are rendered. No billing to any cottage will be allowed. A list of other area restaurants is provided in each room, suite and cottage. A major grocery store is within ¼ mile of our Vacation Rental Cottages. Several smaller, specialty stores are in close proximity. Several area caterers will provide meals in your home. A list and menus are available in our office.

Boats, Pool & Tennis: Canoes and Pedal Boats are available for use on a first come, first serve, at your own risk basis through Highland Lake Properties, LLC. The Highland Lake Properties, LLC office is open from 11 AM to 5 PM Monday thru Saturday. Paddles and life preservers can be picked up and returned during operating hours only. A waiver of liability must be signed prior to release of any equipment for use by client. Waiver will be provided upon distribution of equipment. Guests in vacation rentals managed by Highland Lake Properties, LLC are not authorized to use the equipment (boats, etc) owned by the Highland Lake Inn (Not affiliated with Highland Lake Properties, LLC). Most of our cottage owners provide a membership for their guests to the pool and tennis that are owned and operated by the Highland Lake Inn. Please note under amenities listing for each cottage if a pool or tennis membership is provided or inquire with a rental agent upon reservation.