

Log Cabin Inn Kenai

Payment Policy

We accept Cash, (Checks prior to May 1st) MasterCard, Visa, Amex and Discover card. By booking & paying your reservation you agree to our terms listed below.

Check In: 4:00pm to 10:00pm (June-July August) No check-in after 10:00pm unless arrangements are made in advance, you will be charged late check in fee of \$25.00. Please call before 8:00pm for any delays. Out of respect of our guests: **Absolutely NO Check in after 11:00pm** doors will be locked and phone turn off. (Please be respectful of our other guests).

Reservation Policy for Lodging

A non-refundable deposit equal to one night's stay (per room) is charged at time of booking. Balance for peak season (June -Aug) is due by May 1st. This final payment is non-refundable. Your credit card will be automatically charged for the balance on May 1st. Room assignments may be changed as needed to accommodate our guests as needed. If your room has changed you will be moved to a room of equal value or upgraded at no additional cost. We reserve the right cancel your stay for non-payment of any guided trips booked.

Cancellation Policy for Lodging

All cancellations must be in writing and within Log Cabin Inn Kenai policies. Please email your request to cancel a reservation to CustomerService@AlaskaLogCabinInn.com. Your cancellation becomes valid when you receive an email with your cancellation number. Lodging refund: If you will receive a refund it will be less handling and credit card processing fees

Cancellations must be made before May 1st during our peak season of June -Aug and no less than 10 days advance for off season reservations. There are no refunds for late arrivals or early departures. Please note that if you make a reservation and don't call or show up, you are responsible for the entire amount of your reservation.

Late Check out Policy

Check out is 11:00 am.

\$75.00 may be charged for late check outs. After 1:00 pm you may be charged for a full day or if room is booked for a new guest and current guest is not here, housekeeping staff will remove any remaining items: (\$ 25.00 removal fee and or storage). So please make arrangements in advance.

Policy for Guided Trips

All guided trips will be must be paid in full to reserve your trip. Your reservation is not confirmed until payment is made in full. This is a non-refundable charge to your credit card.

Policy for Packages

Terms of package pricing, 50% non-refundable at time of booking & balance 90 days prior to your trip. Prices do not include 3% local taxes. If balance is not paid by due date you will forfeit your deposit.

Refunds Policy for Guided Trips

1. Due to weather and the plane cannot fly.

You will receive a refund for that trip less handling and credit card processing fees. All credits will be processed after the guide informs us in writing of the cancellation.

Rentals/Free Use Policy - Fishing equipment

Fishing poles, net & cooler is free for guest stay 4 nights or more. If guests checks out fishing equipment under the premise it's free because they are booked for 4 days or more then checkout early. Guest's are responsible for standard rental fee.

We also offer dipnet rentals, guests will have to provide a valid Alaska State drivers license & show a State subsistence card.

Booking Agents:

Agents must identify themselves at time of booking before room availability check. Sorry, we do not pay commissions after the fact.

Third Party Billing: Guest is responsible for lodging cost in the event that the booking agent does not make payment for your stay.

Note Booking Fishing and Hunting: There is no guarantee expressed or implied that you will catch a fish or shoot any game you are hunting for, we just help provide the opportunity.

Your credit card will be automatically charged upon departure for products, services or facility use: such as kitchen, rentals, lunches, late check outs and damages to room/cabins etc.

Policies are subject to change without notice.

49860 Eider Drive, Kenai, Alaska 99611 Direct Line: 907-283-3653
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