



Tahoe Biltmore Lodge and Casino
 PO Box 115, Crystal Bay NV 89402
 (775) 831-0660

Tahoe Biltmore Reservation Policies

Thank you for considering the Tahoe Biltmore Lodge and Casino for your stay. We are located at #5 Highway 28 Crystal Bay Nevada 89402 in Lake Tahoe's beautiful North Shore region. The following policies apply to all room reservations including paid nights, promotions, complimentary stays, 3rd party (internet, wholesaler) bookings, group room blocks and player club stays. In all cases this policy shall supersede any others including those policies found on other literature printed or electronic including literature provided by 3rd parties. Management reserves all rights to suspend, eliminate, change, alter, or add to at any time to the following policies:

- Check in time is 2 p.m. Check out time is 11 a.m. ALL GUESTS MUST BE 21 unless staying with registered parent or legal guardian.
- All room reservations require a valid credit card for first nights deposit at time of reservation and check-in. Credit cards will be taken at check-in for all incidentals, key deposits, etc. during your hotel stay. The person renting the room must have the credit card and must be present at check-in and actually occupying the room. Visa/MC debit or prepaid cards are not credit cards and we reserve the right to refuse them. We are not liable for any overdraft fees because a person uses a Visa/MC debit card in lieu of a credit card.
- We will do our best to honor all requests, but due to varying occupancy we cannot guarantee specific rooms, or room types or locations or pet rooms or rooms with rollaways. All rooms are **non smoking**. NOTE: Upon arrival it is possible that you may not receive the room type you requested. We will do our best. All room types are subject to availability.
- Cancellations for full refund must be made by 6 p.m. on the evening prior to the first night's stay arrival day. Retain your cancellation number in case of dispute. After this time, the first night will be charged and is nonrefundable. All accommodations will be held until 12:00 a.m. (midnight) of your arrival date. After this time, if you have not checked in your credit card will be charged for the first night's room and Tahoe Biltmore reserves the right to resell the room.
- All guests staying in the room must register at the front desk. Any person who purchases and registers a room in their own name for other individuals or non registered guests without prior approval from the Tahoe Biltmore (false occupants) will be considered as having displayed fraudulent and disorderly behavior. Tahoe Biltmore has the legal right to evict from our premises anyone who acts in a disorderly manner, or who destroys the property of any such owner or keeper, or who causes a public disturbance in or upon such premises. Register guest must have a credit card and ID in their name. We reserve the right to refuse guests who want to check into a room using authorization from another person's credit card, including reservations which are booked.
- Tahoe Biltmore has a limited number of pet rooms available on first come first serve reservation basis. A nonrefundable pet fee of \$20/night is charged. Pets must weigh less than 30 lbs and cannot be unleashed or unattended at anytime in any public areas. Pets are not allowed in the food, beverage, casino, pool area, or non pet hotel rooms or hallways. Owners must pick up after their pets or a \$50/instance clean up fee will be charged. Any stains or damages will be charged at repair costs for materials and labor. Guests not registering a pet will be charged \$50/night cleaning fee plus any repair/replacement charges for items stained or damaged. Maid service will be provided only if the pet is removed from the room during the service. Disruptive pet behavior will result in eviction with no reimbursement.
- * There is NO cooking (electric, flame, etc.) of any kind anywhere on property. Motel rooms are authorized microwave rooms.
- Tahoe Biltmore provides rollaway beds and pullouts in certain rooms. Requests must be made at time of reservation. Tahoe Biltmore will make all best efforts but cannot guarantee that the guest request is met. Tahoe Biltmore has set certain occupancies of 3 or 4 depending on the room and reserves the right to maintain the limit on the number of guests per room. Rollaways are on a first come, first served basis. Reservation requests for rollaways will require an additional charge.
- Tahoe Biltmore has a small fireproof safe at the front desk for registered hotel guests to store property (not cash). Cash can be stored at our casino cashier's cage. Property articles must be 4.5"x1.5"x.5" or less in size. Registered guests may request to have items stored in the safe, however the total declared value of all items cannot exceed \$750. Tahoe Biltmore is not obligated to accept property not meeting the above criteria
- Any disorderly behavior or noise will result in eviction without reimbursement.

Tahoe Biltmore Pet Policies

- Guests bringing a pet must be willing to stay in an older cottage room. Pets weighing less than 30 pounds are welcome. A non-refundable pet fee of \$20.00 per night applies.
- Pet owners agree to not leave their pet unattended at any time during their stay at the Tahoe Biltmore. Pets are not permitted in any of the food & beverage areas or at the pool. Pets must always be on a leash or in a cage while they are in any public or common places with in the hotel.
- Maid service will be provided only if the pet is removed from the room during the service. Pet owner will be fully responsible for any injuries to the hotel employee or other hotel guest caused by their pets.
- Pet owners must pick up after their pets or a \$50.00 clean up fee will be added to their room account. Pet owner will be responsible for the repair or replacement of any items stained or damaged by their pets. Guests who choose not to register their pet and occupy a non-pet room will be charged \$50.00 cleaning fee. Tahoe Biltmore reserves the right to ask those who don't comply with the policy to leave without refund. While staying here as a guest you must leave at the front desk a valid phone number where you can be reached if any problems arise with your pet while they are unattended in the room. Neglect of or disturbance by a pet will result in eviction without reimbursement.