



178 East Pasquisset Trail
Charlestown, RI 02813

2017 Reservation Policies and Procedures

To Secure a Reservation: For new group leaders a reservation request form must be submitted via our website. For repeat groups leaders a simple email with date, time and number of guests requested can be sent to Lisa@nordiclodge.com. If the space being requested is readily available then a contract will be emailed to you. If the date or time being requested is not readily available then alternatives will be offered by email. Once a date and time is agreed upon, a contract will be provided.

Pricing: The price of the buffet, including tax, gratuity, unlimited soda, coffee and tea is \$96 per person. Children's pricing : Ages 3-7, \$30, ages 8 -12, \$55 and ages 13 and up, full price. Although there is no charge for children under 3, we must be informed of their attendance so that seating space is made available for them. High chairs and slings are available upon request. Children under age 3 are NOT considered toward the passenger count of the group.

Group Rate: Groups receive one complimentary buffet for each 20 passengers. Drivers escorting more than 20 guests also dine free. Drivers are *not* included in the passenger count. Repeat group leaders receive 3 comps for 40+.

Payment Schedule: Failure to forward payments in a timely manner may result in cancellation.

Initial Deposit: A minimum deposit of \$750.00 per bus is required to secure a reservation. A deposit of \$1500.00 per bus is required on reservation requests made within 90 days of the date of reservation. *The initial deposit is non-refundable and non-transferable.*

Second Payment: An additional \$750.00 per bus must be received at least 90 days in advance of the date of reservation. Changes in passenger count must be made at this time.

Final Payment: Final payment is due *at least* 2 weeks prior to the date of reservation. At least 3 weeks prior to the date of visit, final passenger count and the ages of any children in attendance is to be provided by email. A revised contract will be generated and e-mailed back providing a revised balance due.

Payment Methods: Bank checks & money orders are preferred. Personal or company checks must be received at least 30 days prior to the date of visit. Be sure to include the date of reservation and reservation contact name on all correspondence & payments. Credit /debit card payments are accepted via our secure online payment link.

Changes in Passenger Count: All buses are assumed to be 49 passengers unless otherwise indicated in the initial request. A desire to maintain the same passenger count originally contracted must be confirmed at the time of second payment.

Reductions: A 10% reduction of group size can be made at any time up until final payment. More significant variations must be made at least 90 days prior to date of travel. If a reduction in group size results in less than 20 persons attending, deposits will be forfeited. *No refunds will be given for absent guests.*

Additions: *Seating is only guaranteed for the number of guests paid for in advance.* With prior approval, providing additional seats are confirmed as available, payment for additional guests on the date of reservation can be made on site by the group leader. The greeter must be informed of the actual count upon arrival, they will radio in that number and we will prepare the seating accordingly for only the number needed. Once the group is seated and the count is confirmed, an invoice will be provided.

Cancellation Policy: All additional deposits received will be refunded should cancellation occur more than 90 days in advance of reservation. If cancellation occurs less than 90 days in advance, all deposits are forfeited. Reservations made within the 90 day time period automatically forfeit all deposits should cancellation occur. If a reduction in group size results in less than 20 persons attending, deposits will be forfeited as the group no longer meets our minimum requirement to make a reservation.

See the Frequently Asked Question page of the Reservation portion of our website for additional information.

[CLICK HERE FOR RESERVATION REQUEST FORM](#)