

Check-in & Check-out

Check-in is at 3pm.
Check-out is at 11am.

We offer a keyless entry. Once full payment is made, a keypad code is given to get into the room reserved. For guest safety, the door locks automatically when door is shut. Keep your keypad code handy. This code is given by text or email.

We want you to have a relaxing comfortable stay. If you need any additional items such as extra towels, coffee, blankets, pillows or cot. Please request ahead of time. If you realize you need additional items during your stay, please email: northshoremplegrove@gmail.com or call 218-353-7303. You may also text the phone numbers given during reservation confirmation.

We are a staff of two, therefore, we do not offer daily room cleaning. If you need a room refresh, please send us a request. Please be respectful of the space provided. If rooms are left excessively dirty, we reserve the right to charge an extra cleaning fee.

Deposits & Balance Due

When booking online, we request a card on file to hold your reservation. Nothing is charged until you check-in. If you would like to pay before you check-in, please send an email to northshoremplegrove@gmail.com or text the number given with the reservation confirmation. You may also call the office at (218)353-7303. We will process payment with the card provided on file. Once payment is made, we will provide you with your keypad code for your room. Those who know they will be paying with card or those checking in late will appreciate the convenience of getting keypad code to room in advance.

We do offer a cash discount program in which saves you money. If paying with card, a surcharge/processing fee will be applied. If paying cash, please send us a email or text stating that you are paying cash. Also, please provide your estimated time of arrival. We will meet you at the property to collect payment. Once full payment is made, we provide you with the keypad code to get into your room.

If paying with a card. We take all major credit cards: Visa, Mastercard, Discover & American Express. There is a 4% surcharge/processing fee when paying with credit card or debit card. When paying with credit or with debit card your information is kept secure. (Please see our privacy policy for more information)

Accommodations & Amenities

We offer four wilderness-themed rooms. Each room has refrigerator, microwave, coffee maker, alarm clock, two full size beds, a Roku flatscreen TV, A/C & heating, shower, towels and a hairdryer. We provide all linens and towels. This includes top and bottom sheets, mattress protectors, comforters, microfiber blankets, four pillows per bed, two bath towels, two hand towels, and two wash cloths that are hanging in the bathroom. Additional bath towels, hand towels and wash cloths are under the sink. We offer complimentary firewood for the community fire ring. We also have a large parking lot to accommodate trailers for ATVs, snowmobiles, boats and RV's.

Pet Policy

Even the most well-behaved dogs at home can react differently in a new environment so, if there are any concerns or questions about bringing your dog, please contact us. We want your companion to enjoy their vacation just as much as you do, however, like most lodging establishments, we do have some rules to follow and we charge an extra fee for dogs.

Acknowledgment of our pet and cancellation/refund is required when making a reservation.

Pet Limit and Fees:

All our rooms are dog-friendly - up to two dogs per cabin/room.

**The fee is \$15 a night per pet.

Pet Rules:

1. In consideration of other guests that may have pet allergies, please keep pets off furniture, unless using a cover.
2. Leash your dog(s) when outside.
3. Dog owners assume all liability and responsibility for dog-to-dog encounters.
4. Many trails are dog-friendly, however, if dogs are staying behind, dogs are not allowed to be left alone in cabins unless properly crated and quiet.
5. Dogs are not allowed inside the main lodge without permission.
6. Dog owners are responsible for all damage caused by their dogs and are responsible for proper pet-waste disposal.
7. Maple Grove Lodging is a place to relax and unwind, which means quite time for pets as well as people. Guests may be asked to leave if dogs bark excessively or are aggressive.

Cancellations Refunds

Since we are a small operation, cancellations affect us greatly. It is difficult to attempt to rent a cabin or lodge room after it has been booked on the reservation calendar. There is considerable time and expense associated with marketing a vacant unit, and a slim window of time to rent and recover lost revenue. We strictly enforce this policy, and we appreciate your understanding. To receive a full refund, guest must cancel 48 hours prior to check-in. This applies only if booked 14 days or more in advance. A fee of 50% of the reservation amount will be charged if canceling the reservation 48 hours prior to check-in date and you did not reserve 14 days or more in advance. If canceling reservation that is made 48 hours prior to check-in date, no refund will be granted.

No refunds are granted, and you will be charged for all nights reserved for:

- Early departures
- No-shows
- Cancellations 48 hours prior to check-in date if booked 48 hours prior to check-in.
- Reduction in number of nights booked. If reducing your stay, you will still be responsible for the original stay dates i.e. going from 5 to 3 nights you will still be responsible for all 5 nights.

Final payment is due upon arrival. Guests are responsible for all nights reserved. We do not issue refunds for early departures. You are responsible for any missing items and damage caused by you, your pets, or your guests.

Privacy Policy

Your privacy is important to us. In the age where hacking, spam, phishing, malware and computer viruses are the norm, it's important for everyone to keep sensitive information secure. Before being able to process credit cards, our system must pass a security audit, and since businesses are now responsible for mitigating fraudulent transactions, we take guarding customer information very seriously.

Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone. We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third-parties outside of our organization, other than as necessary to fulfill your request, e.g. to book online or mail items back to you. Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via our email address or the phone number provided on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

Contact and Billing Information

We request information from you on our reservation form. To reserve with us, you must provide contact information (like name, billing address, email) and financial information (like credit card number, expiration date, verification code). This information is used for charging for goods and services only. If we have trouble processing a payment, we'll use this information to contact you.

Cookies

We do not use "cookies" on this website. A cookie is a piece of data stored on a site visitor's hard drive normally used to help businesses improve your access to sites and identify repeat visitors. Cookies can also be used to track and target the interests of users to enhance the experience on websites. If used, cookies are in no way linked to any personally identifiable information on our site. Some of our business partners may use cookies (for example, TripAdvisor or Facebook). However, we have no access to or control over these cookies.

Sharing

We do not share aggregated demographic information with anyone. We use an outside reservation system and a credit card processing company to collect contact information and to process payments for goods and services. These companies do not retain, share, store or use personally identifiable information for any secondary purposes beyond completing your transaction.

Links

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Septic, Water Usage, Trash, Recycling Policy

Septic System: If not familiar with a septic system, please be aware maintaining plumbing in rural areas requires being more conscious of what goes into it in order to keep stuff moving. It is VERY important not to put anything in the system that does not break down easily. The biggest no-no is grease. Do Not put grease down the sink. Grease containers are provided for everyone's convenience, so please use them or dispose of grease in the trash. Septic-safe toilet paper is provided for every cabin/room. However, if you do bring your own, please be sure it is also septic-safe. SOS (Save Our Septic). In a nutshell – don't put anything down any drain that isn't naturally produced. When in Doubt Throw it Out. No feminine products, flushable-wet wipes, fish, or diaper flushing.

Water Usage:

No bottled water is necessary. Our water system is from a well and is fresh and filtered. It is inspected by the Minnesota Department of Health and is excellent for drinking, so please feel free to drink water straight from the tap. Having said that, our well is not bottomless and does require some time to recover. Like many areas, Minnesota is experiencing a drought. In order to conserve water, we ask guests to please be mindful of water usage when washing hands, showering or doing dishes, and to help us by keeping laundry to a minimum by reusing towels.

Trash:

Extra trash bags are provided for you in your upon request, but please feel free to ask for more if needed. If trash containers are full, please dispose of full bags in the dumpster located by the

Lodge Parking Lot:

Never leave trash outside the cabin even on the porch.

Recycling

We encourage and do our best to recycle, but it can be a challenge. Not all materials are accepted, everything must be cleaned and separated, and either hauled to the recycling center, or to a designated recycling trailer location. You may bring your recycling to the light blue shed. All items must be clean. We accept glass, aluminum, steel cans, cardboard and plastic type 1 & 2 only. When possible, please bring your recycling items home with you.

Reservations:

Convenient online booking gives you the freedom to book a cabin, or lodge room on your schedule. Reservations can be made via the website's room page, through our Book Now button, on our Facebook page, or by phone from 9 am to 7 pm. Booking online requires a credit card on file. Please email, text or call if needing to pay by another form of payment.

Holding Reservations: A card on file is required to secure your reservation. We will then block dates requested for reservation.

Reservation Pages: All rates and availability dates on our reservation pages are current and real-time. When looking at the calendar for each unit, if the date is marked with an X, the unit is booked.

*Note that although a unit may have days "open" each has a minimum number of nights required depending on the cabin/ room time of year. We do not do single night reservations on any cabins or rooms. We have a 2 nights minimum policy. But there are some exceptions in rooms on weekdays or during slow seasons. Please email or call for special request dates.

Waiting List: Cancellations happen. There is no waiting list, however any openings that do occur are posted on the Maple Grove Lodging Facebook page.