

# Stone Gate Resort Policies

**Accessibility** | The Stone Gate Resort is not handicap accessible. There are no walk-in/roll-in showers or ramps into the cabins. [Read our entire accessibility statement.](#)

**Beach** | There is no lifeguard on duty. Swimming after dark is not permitted. The beach is equipped with an assortment of Adirondack chairs and comfortable lounge furniture with umbrellas.

**Cancellation Policy** | All cancellations are subject to a 5% service charge, regardless of notice as of 7/26/24.

- **Cabin Cancellation Policy** | Cabin cancellations up to 60 days prior to check-in date will be refunded the deposit less the 5% service charge. Cancellations made inside 60 days will be issued a resort credit. \*Cancellations made within 14 days will forfeit deposit and resort credit.

*Resort credit expires at the end of 2024 Season (October 13, 2024)*

- **Hotel Room Cancellation Policy** | Hotel room cancellations up to 30 days prior to check-in date will be refunded the deposit less the 5% service charge. Cancellations made inside 30 days will be issued a resort credit. \*Cancellations made within 7 days will forfeit deposit and resort credit.

*Resort credit expires at the end of 2024 Season (October 13, 2024)*

**Check-In and Check-Out** | Check-In is during the hours of 4:00 pm and 7:00 pm daily. Special check-in accommodation may be arranged if arriving after 7:00pm. Check-out is promptly at 10:00 am.

**Credit Cards** | We accept Visa, Mastercard, American Express, Discover, and cash.

**Damages** | All guests on property are responsible for their own behavior at all times. Any guest who causes damage to equipment, grounds, or buildings on the property will be responsible for repairs and loss of use. Repairs and replacements will be charged at actual repair/replacement value, plus 15%.

**Do Not Disturb** | The welfare and safety of our guests is a top priority. We reserve the right to enter every occupied guest room at a minimum of once within a 24-hour period, even if a guest has requested privacy.

**Emergency** | Emergency evacuation floor plans are located on the back of each cabin and hotel room door. Please familiarize yourself with the emergency instructions.

Tampering with any fire detection or fire-extinguishing equipment, including smoke detector heads in public areas, accommodations, break glass points, and fire extinguishers, is punishable by law and will result in a \$500 charge plus any costs incurred by the hotel as a result and will be evicted from the premises.

If a medical emergency occurs on the property, after contacting the proper emergency services, please notify the office of the injury.

**Firearms** | Firearms are not permitted on site or in any accommodation for any reason, including storage.

Guests who fail to abide by this policy may be asked to leave the resort without a refund. A blanket exception to the restrictions described in this policy statement applies only to law enforcement officers and designated military personnel who are **on duty** and required to carry firearms in the performance of their duties. No exception to this policy is allowed for private persons, even those licensed and permitted to carry a firearm, and/or, where applicable, to conceal carry a firearm. Note: This is a felony in New York. Authorities will be notified.

**Fishing** | Although fishing is not allowed on the property, day passes may be purchased adjacent to the resort at the Hearthstone Campground, for \$10/car. A NY State fishing license is required for anyone over the age of 16.

**Guest Responsibilities** | All guests staying in the accommodations reserved under the reservation agree to the policies set forth below. This includes the actions and/or behavior of unsupervised children or guests under the age of 21. Violations of any of these policies shall be grounds for immediate eviction from the premises and forfeiture of payment.

**Housekeeping Services** | Housekeeping services are provided daily to tidy beds, remove the trash, replenish towels and bathroom toiletries, and replenish coffee stations. If your DO NOT DISTURB sign is out and your SERVICE PLEASE sign is not out when housekeeping reaches your accommodation, your room will not be serviced.

**Ice/ Vending Machines** | Your in-room ice bucket may be filled from the ice machine located on the first floor of the hotel building, next to the vending machine. Please be considerate of your fellow guests and refrain from filling up coolers (even small ones). Bags of ice may be purchased at the convenience store adjacent to the resort.

**Insects and Critters** | Since the resort is in a semi-wooded location, it is not uncommon to occasionally come across tree ants, bumble bees, wasps, spiders, squirrels, chipmunks, bats, and skunks. We do not recommend propping or leaving your front door open for any period. Inside your accommodation, please avoid storing food out in the open by always using your mini- or full-size fridge for food storage. Any sweet foods left outside the fridge or dropped into the bedding or carpeting, such as pieces of fruit, dried fruits, crackers, etc., will likely attract tiny sugar ants in no time.

**Keys** | For your safety and security, please ensure the door to your room is properly closed and locked before each departure. If the housekeeper finds your door unlocked and your room unoccupied during housekeeping service, the housekeeper will lock the door upon leaving to ensure the security of your belongings.

**Linens** | Bath towels and bed linens are provided with your stay. Bath towels may not be removed from the room for use at the beach or pool area. Linens and pillows must also remain inside the accommodations.

**Lost & Found** | Belongings left behind at the beach, pool, or inside accommodations after guests' departure are placed inside our Lost and Found container. It is typically cleaned out once weekly, and items not claimed are discarded or donated.

**Maximum Occupancy** | Occupancy includes total number of people- including adults, children, and infants.

**Minimum Age Requirement** | Guests must be a minimum of 21 years of age to check into the resort. Kids are always welcome, if there are adults around too! At least one occupant of each accommodation must be 21 years or older. A valid government-issued ID and a valid credit card is required upon check-in.

**Party Policy** | Our primary responsibility is to provide a comfortable and relaxing experience for all our guests. Parties are strictly forbidden and any registered guests or their invitees found to be having or permitting a party will be subject to eviction. All room charges and other hotel fees and taxes will be forfeited in the event of removal.

Any guest room/suite/cabin occupancy above the limit per room/suite/cabin is considered a “party.” A party is defined as any of the following:

- Exceeding the maximum occupancy in a room/suite/cabin
- Noise or disturbance complaints from other guests
- Any underage drinking of alcoholic beverages
- Drug use- legal or illegal
- If the guest room requires excessive or unusual cleaning
- Damage to the room and or furnishings
- Throwing items out of the guest room windows/doors

**Pets** | There are no pets allowed on the property. Comfort and/ or emotional support animals are not service animals and are not recognized by the ADA.

Service Animals are not subject to a room recovery fee for cleaning hair or dander shed by a service animal. However, if a guest's service animal causes damage to guest accommodations, the hotel will charge the same fee for damages as charged to other guests.

**Policy Violations** | Any violations to these policies shall be grounds for immediate eviction from the premises and forfeiture of payment.

**Quiet Hours** | Quiet hours are strictly enforced throughout the resort, including all common areas and inside your accommodation, and begin at 10:00 pm and run until 7:00 am daily.

During this time, excessive noise is not permitted. This includes but is not limited to, loud music or entertainment, shouting, running, propping open guest room doors, or any other activity that may be disruptive to other guests. Following a single warning, offending guests will be asked to vacate the premises.

**Registered Guests** | As a means of preserving exclusivity, use of the resort's amenities, parking, or grounds is limited to registered guests of the resort. If you'd like to visit with friends or relatives not staying onsite, you must do so offsite, i.e. restaurant, public area, amusement park, etc. Non-registered guests will be asked to leave immediately.

**Smoking** | All accommodations and common areas- pool deck, beach area, tiered beach terrace, playgrounds, sports courts, etc. are strictly smoke-free environments. This includes all forms of smoking, including cigarettes, cigars, vape pens, e-cigarettes, and marijuana. Smoking is permitted around the firepits and in the parking areas.

Tampering with a smoke detector in any way is a punishable crime in New York State. Any indication of a violation within an accommodation or common area will result in a \$500 surcharge, and you'll be asked to vacate the premises immediately.

**Swimming Pool** | The heated outdoor swimming pool is open daily (seasonally) for your enjoyment. There is no lifeguard on duty. Please take a moment to familiarize yourself with the New York State Bathing Facilities Policies:

- Children under 16 years of age must be accompanied to the bathing facility by a parent or guardian, (an adult who is responsible for the children and their behavior.)
- A minimum of two adults, 18 years of age or older, must be present whenever this swimming facility is in use, with at least one adult remaining on the pool deck.
- IN AN EMERGENCY, dial 911 and notify the facility operator and contact help as soon as possible. A free telephone is provided at this facility at the front office and the beach. Telephone numbers for the nearest emergency medical service are posted.
- Only use this facility during posted hours of operation.
- Do not drink alcohol and swim.
- No diving, horseplay or running on pool deck/ beach wharf allowed.

**Video Monitoring** | To ensure the safety of our guests and decorum befit the resort, video monitoring cameras are located in various public areas, including the beach and boathouses, the pool and courtyard areas, the playground and recreation areas, the exterior hotel walkways, and parking areas, and inside the game room.