



HERITAGE

FREQUENTLY ASKED QUESTIONS

When is check-in and check-out?

Cottages are available for check-in starting at 4:00pm. Check-out is 11:00am.

Where do I go to check-in?

Upon arrival at The Retreat, follow the signs to Pine Lodge for check-in.

Where can I park my vehicle?

Driving is limited within the grounds of The Retreat and it is not permitted in the cottage areas. After arrival, you will be directed to our overnight parking lot. All parking is complimentary.

Are pets allowed?

Pets are not permitted at Heritage unless they are trained as a support animal, as provided by the Americans With Disabilities Act, properly identified, credentialed, and accompanied at all times.

Is there laundry service?

Our cottages are not equipped with laundry facilities.

Are there quiet hours?

In an effort to provide all of our guests with peaceful surroundings, The Retreat at Heritage observes quiet hours between 9pm and 8am.

How can I visit The Retreat at Heritage?

The Retreat at Heritage is accessible to all of our overnight guests. Day guests are also welcomed with prior group or individual arrangements. Walk-in style visitors are not permitted at The Retreat.

Will I have access to Wi-Fi?

With the intention of allowing our guests space to disconnect from daily lives and take full advantage of the beautiful and peaceful grounds, Wi-Fi access is limited to specific areas within the The Retreat.

What do I need to pack for my visit?

We encourage guests to pack bug spray, sunscreen, and comfortable dress for the outdoors. Please consider closed-toe shoes for their safety when exploring the grounds. Our cottages are appointed with all linens and basic toiletries.

What is the cancellation policy?

Day visitors may cancel for no charge up to 3 days prior to arrival. Registration is non-refundable if cancelled within 3 days of arrival. Overnight visitors may cancel for no charge up to 7 days prior to arrival. A cancellation fee of \$200 will be billed if cancellation occurs within 7 days prior to arrival. Private rentals are subject to the group cancellation policy not outlined above.