



# HERITAGE

## FREQUENTLY ASKED QUESTIONS

### **When is check-in and check-out?**

Cottages are available for check-in starting at 3:00pm. Check-out is 11:00am.

### **Where do I go to check-in?**

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

### **Where can I park my vehicle?**

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

### **Are meals included with my stay?**

Stays at Heritage include all meals from dinner on day of arrival through breakfast on day of departure. Lunches and dinners are served buffet style in the Great Room at Pine Lodge, and breakfast, which is continental style, is delivered to your cottage prior to your arrival.

### **Is there laundry service?**

Our cottages are not equipped with laundry facilities.

### **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.

### **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. During this time, there are no organized activities. We ask all guests to keep noise levels to a minimum in consideration of other guests.

### **Are the grounds lit for evening exploration?**

Heritage is located in Taliaferro County along with Deerlick Astronomy Village. This area has some of the darkest skies in the state of Georgia. In an effort to keep light pollution to a minimum and allow our guests to enjoy the beautiful night skies, the lighting throughout the grounds intentionally is limited. In addition, all cottages are equipped with flashlights, and we encourage all guests to take their flashlights when exploring the Retreat at night.



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### **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 your safety when exploring the grounds. Our cottages are appointed with all linens and basic toiletries as well as a mini-fridge, microwave and Keurig coffee maker.

### **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 Retreat.

### **What do I need to do at check-out time?**

On departure day by 11:00am, we ask guests to place all used towels on the bathroom floor, strip the bed, and place used bed linen by the front door. Guests should secure the cottage by closing all windows, turning off all lights and locking all exterior doors.

### **What is the largest sized cottage?**

Our largest sized cottage is two-bedrooms, offering ample space for small groups and families to spend quality time together. The living room and porch common areas are shared with another adjacent two-bedroom cottage in the building. Each cottage sleeps up to six guests, includes a cozy breakfast nook with a mini-fridge, microwave, and Keurig coffee maker. Renting two adjacent two-bedroom cottages accommodates up to 12 guests.

### **How can I visit the Retreat at Heritage?**

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

### **What is the cancellation policy?**

Day visitors may cancel for no charge up to 14 days prior to arrival. Registration is non-refundable if cancelled within 14 days of arrival. Overnight visitors may cancel for no charge up to 14 days prior to arrival. A cancellation fee of \$300 will be billed if cancellation occurs within 14 days prior to arrival. Private rentals are subject to the group cancellation policy outlined on their agreement.