

Hotel Policies



Thank you for choosing to stay with us.

Below are Inn of the Mountain Gods policies and procedures; please read them carefully. As our hotel guests, by reading and signing your hotel registration card at check-in you are agreeing to abide by our hotel policies and procedures.

CHECK-IN

Check-in time is any time after 3 pm (not guaranteed due to high volume of occupancy). If you arrive earlier the valet/bellhop will be pleased to store your luggage until your room is ready. Guests will be required to present a valid credit/debit card upon check-in along with a valid form of identification. Inn of the Mountain Gods Resort and Casino will make every effort to honor special requests (such as a specific floor or room number, adjoining rooms, roll-away beds, refrigerators, crib, etc.) upon your arrival. However, the availability of these items cannot be guaranteed in advance. The hotel reserves all rights to refuse service to any guests of the hotel who do not follow or comply with hotel policies.

CHECK-OUT

Check-out is at 11 am. If you require a later check-out, please contact the Receptionist Supervisor before 10 am on the day of departure, and we will do our best to accommodate your request. A charge may apply, depending on availability.

CASH PAYMENT

If you choose to pay with cash, you will be required to pay the full amount of the room, including taxes and fees upfront. A \$100.00 deposit per night is required and will be returned to you on your departure date.

PET POLICIES

All pets are prohibited on property (a fine of \$250.00 will be applied to the bill if a pet is discovered). "Service animals" are allowed with proper documentation.

CANCELLATION POLICY

All hotel room reservations have a 48-hour cancellation policy. Any changes on packages or rates to your reservation must be done 48 hours prior to your arrival date.

DEBIT CARDS

If you choose to use your debit card at check-in the resort will place a hold of the full anticipated dollar amount of your stay through your departure date, as well as an estimated hold for incidentals. Remaining funds due back to your debited account will be released upon check-out, which may take 4-15 business days to process. Additionally, your financial institution may have a contracted amount of time before the funds are released back to you, which can take up to 15 business days.

RESORT FEE

All reservations consist of a \$15.00 resort fee per night; Inn of the Mountain Gods Resort & Casino reserves all rights to any additional fees.

SMOKING POLICIES

Smoking is prohibited in all public areas of the hotel and in "non-smoking" rooms, including rooms with a balcony. (A \$250.00 fine will be applied for smoking in a non-smoking room). Smoking is allowed in designated "smoking" areas of the hotel and the casino.

PROMOTION POLICY

If you choose to take advantage of any promotions offered through the hotel or casino, please follow all restrictions associated with each offer. Management reserves the right to change or cancel all promotions.

NO IN-ROOM PARTY POLICY

Inn of the Mountain Gods Resort and Casino enforces a NO IN-ROOM PARTY POLICY to ensure we can protect the resort and our guests at all times. In the event of a disturbance one warning will be given to reduce noise. If this warning is not followed, the guest will forfeit all fees and must leave the hotel immediately.