

General Information

Reservations: Please call us to make a reservation. **Availability can be checked online, but the reservation needs to be made by phone.** Deposit must be made at time of the reservation. The amount of your deposit depends on the duration of your stay. For a one to three night stay, one night's deposit is required. For a four to five night stay, two night's deposit is required. For a six night or more stay, three night's deposit is required.

No Refund Deposit: The deposit is a guarantee for both the guest and Robin's Resort. It guarantees the guest that the accommodations will be held for the reserved date. It guarantees Robin's that the guest will arrive and pay for the agreed upon reserved date and rate. It will be deducted from your bill which you pay in full upon arrival. Payment can be made in cash, Master Card, Visa, Discover, traveler's checks or personal check.

Cancellation Policy: It is to the guests' advantage to give Robin's as much forward notice as possible to avoid losing the deposit. If a cancellation is made within forty-five (45) days of the reservation date, no deposit will be refunded; if a cancellation is made within forty-six (46) to ninety (90) days prior to the reservation date, one-half of the deposit will be refunded; and, if a cancellation is ninety-one (91) or more days prior to the reservation date, a full refund of the deposit will be made.

No refunds for early departures. Your room is reserved for the entire time booked, and no refund will be issued for early departures.

Non-Smoking Rooms: At Robin's Resort, we do our very best to ensure the satisfaction of each and every guest, which is why there are smoking and non-smoking rooms available. The management does reserve the right to charge a "**Room Recovery Fee**" if it is determined that a guest has smoked in a non-smoking unit.

Room Keys: We do understand from time to time room keys get lost or misplaced. For any lost keys a \$10.00 replacement fee will be assessed.

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Extra Persons: \$10.00 per day charge for each additional person up to the maximum per unit.

Check In: Check-in is anytime after 2:00 p.m. Check-out time is 10:00 a.m. **Check with the office regarding minimal fees for late checkout based on availability.**

Dogs: Small dogs (5-25 lbs) are allowed only in the older units, if on leash, cleaned up after, and not left unattended in unit. Pets must be well behaved and no barking. The cost is \$20.00 per day. Charges may be assessed for any damages caused by pet(s) during your stay. **NO PETS IN THE POOL AREA.**

We Furnish: All older units are fully furnished with either a stove top or stove with an oven, a full-size refrigerator, microwave, toaster, coffee maker, cookware and eating utensils. (Units 20, 21, 22, 24 & 25 have ovens) All are heated, air-conditioned, carpeted and have cable television. All linens are furnished. Clean towels are provided every other day of your stay at the designated area between 8 a.m. and 12:00 p.m.

Garbage: Guests are asked to deposit their own garbage in the centralized dumpster. A \$25.00 charge will be assessed for **any** garbage left in the room at departure.

Items Left Behind: Robins is not responsible for any items left behind. Items will be returned at owner's expense.

Pools: Robin's pools are open from Memorial Day through Labor Day. The hot tub by the office is open year round. Pool hours are from 9 a.m. to 11 p.m. **NO GLASS IN THE POOL AREA PLEASE!** Please note: Guests entering the pool area after designated closing time will be assessed a \$50.00 charge!

Quite Time: In order to respect all of our guests time at the lake, we request that after Mid-night, everyone please refrain from "loud" parties outside, on your deck or on the docks.



Robin's Resort
AT THE WATER'S EDGE

Greetings from Robin's!

So you are planning a vacation to the Lake of the Ozarks. Robin's is a great family resort.

Our brochure should answer most of your questions about the resort. The brochure has all updated pictures so you can be assured that "what you see is what you get!" Our web site at **www.robinsresort.net** will provide you with even more information and many more pictures. You will want to check it out! If you like, you may email any questions you have to **info@robinsresort.net** and check availability online.

Our desire is to make Robin's the premiere family resort at the Lake of the Ozarks. To fulfill that objective we have located all facilities truly at the water's edge and all with a beautiful view of the lake. Although all our units are not new, they are continually being remodeled, maintained and equally important, clean. Robin's has a quiet, peaceful atmosphere with many repeat customers returning year after year.

We look forward to serving you and your family as you vacation at Robin's.

With Warm Regards,
Roger and Maggie Langpaul (Owners)

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