



Reservation Procedures

1. Check the online calendar for open dates at www.craftinbythecreek.com. Then select [Calendar](#).
2. Contact Carrie and Steve with the number of guests, **not including yourself**. To reserve a date, you may easily reach us via email steve@craftinbythecreek.com or phone 608.212.9395. You will receive an email confirmation of the request with a Rental Agreement and Reservation Procedures attached and the online calendar reservation will be marked as tentative for 10 days.
3. To hold the reservation, send a \$100 deposit and a signed copy of the Rental Agreement within 10 days of receiving the agreement. If the deposit is not received within the 10 day period, the date will be reopened to other parties. At this time we are only accepting check, cash or money order as a method of payment. [For your financial safety, please do not send cash or money order via mail.] The deposit check should be made out and sent to:

Andersen Rentals
N4428 Mehlretter Lane
Cambridge, WI 53523
4. When the deposit has been received, the online calendar reservation will change from tentative to your initials and the number of people in your party. A confirmation email will also be sent to you with a link to the online User Agreement form. As the host, we ask that you provide this link to all your guests and have them complete the form at least 30 days before your scheduled event.
5. Approximately 45 days prior to your event a final payment reminder will be sent along with a request for a guest list. You will need to provide a guest list at the time of your final payment. We will cross-reference your list with our database and let you know if a guest has not completed the online User Agreement.
6. The full balance is due 30 days prior to the retreat date. If the full balance is not received within 30 days of the retreat date, your reservation may be cancelled with no refund of the deposit.
7. Reservations cancelled more than 90 days in advance of the retreat date are eligible for a full refund. If it becomes necessary for you to cancel the retreat with less than 90 days notice, please notify us immediately. If we can rent your reserved dates, we will gladly apply the deposit and/or other payment to an available retreat date within the next 6 months.

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