



TERMS & CONDITIONS

- Rooms may be reserved online, up to 48 hours in advance of stay. If less than 48 hours before stay, please contact the Smith Alumni House at (989) 463-7952 or hospitality@alma.edu to check room availability. Reservations require 50% payment with a major credit card. Remainder of balance due 7 days prior to check-in date. Check-in after 3 p.m.; Check-out by 11:00 a.m. (early and late check-out fees will be assessed). Guests receive a 10% discount if they book 3 or more consecutive nights. All rooms have an additional 6% sales tax.
- Please note, the Alma College Hospitality and Conference Services Department does not have front desk staff present 24 hours per day.
- Small gatherings with outside guests in the common spaces are permitted with prior approval. All rooms in the Alumni House must be booked and an additional cleaning fee will be applied.

Cancellations and No-Shows

Cancellations are required a minimum of 48 hour prior to the date of check-in or the credit card on file will be assessed for the full balance. Some rates and promotions are non-refundable at time of booking. The following 2025 and 2026 dates have non-refundable rates. If a cancellation notification is received, there will be no refund.

October 2, 2025-October 4, 2025	November 19, 2025-November 23, 2025
December 21, 2025-December 31, 2025	April 17, 2026-April 18, 2026
May 22, 2026-May 24, 2026	September 25, 2026-September 27, 2026
November 26, 2026-November 29, 2026	December 23, 2026-December 31, 2026

If one does not show up for a scheduled reservation the credit card on file will be charged the balance owed for the entire reservation.

Damage/Excessive Cleaning Fees

Guests are responsible for any damage or loss caused to our guest rooms. The replacement value seen fit of unauthorized items removed or damaged will be charged to the credit card on file. Linens that are stained may incur a small fee. A \$250 cleaning fee will be assessed if you have smoked or brought a pet on the property.

Smith Alumni or 1980/Altman House Rental

When renting all the rooms in the Smith Alumni or Class of 1980/Altman House, a cancellation policy applies. 15% of the total bill will be assessed as the cancellation fee at any point a cancellation is requested. Small gatherings with outside guests in the common spaces are permitted with prior approval. All rooms in the Smith Alumni House or Altman House must be booked and an additional cleaning fee will be applied.

Keys

Keyless entry system is used on exterior and guest doors. A code will be given to guests with the email and/or phone number on file in advance to check-in.

Questions? Contact us at hospitality@alma.edu or
call/text us at (989) 463-7952



Important Policies:

- **No Smoking:** Alma College has a no smoking policy in all buildings, both inside and out of the premises. Evidence of smoking will incur a fee. Candles or open flames are not allowed in any of the houses.
- **Firearms:** No person shall possess, discharge, transfer, transport, or otherwise use any weapon on any property owned, leased, or otherwise controlled by Alma College. This prohibition applies regardless of whether the individual has a concealed weapon permit or is otherwise authorized by law to possess, discharge, or use any such device.
- **Drugs and Paraphernalia:** Possession or use of illegal drugs and drug paraphernalia is strictly prohibited in all guest rooms. Evidence of drug use may result in an early reservation termination and a cleaning or damage fee charged to the guest.
- Quiet hours are from 11pm-6am.
- Meals are not provided for guests.
- **Linens** are provided. Stays of 4–7 nights: Guests of the Altman, Smith Alumni, and Meyer Houses will receive one extra set of fresh linens during their stay. For longer visits, you are welcome to use our complimentary on-site washer and dryer. Guests at the Gelston Guest Suite will receive one extra set of linens; please note there is no washer or dryer available in this location. Additional linen replenishments can be arranged for an extra charge.
- **Daily housekeeping** isn't included. We ask that guests clean up after themselves in shared spaces like the kitchen and living room to help keep things tidy for everyone.
- To ensure a comfortable experience for all, temperature is centrally controlled. We keep it at a consistent, pleasant level and appreciate your understanding.
- **Pets**, other than service animals, are not permitted at any time.
- **Office Space:** The Smith Alumni House also serves as an office space, with typical hours between 11 a.m. and 7 p.m. daily. Front desk staff may periodically be present in the shared spaces of both the Altman House and the Smith Alumni House.
- **Small gatherings** with outside guests in the common spaces are permitted with prior approval. All rooms in the Smith Alumni House or Altman House must be booked and an additional cleaning fee will be applied.

Guests Accompanied by a Service Animal

To better prepare for your stay, we ask that you notify us of your intention to have a service animal accompany you during your trip. Please ensure your service animal is under supervision at all times.

- Please ensure your service animal is on a leash or under control of verbal or sight commands at all times.
- Please ensure your service animal stays off all the furniture, unless it is specifically needed for your disability.
- Please walk your service animal outside for bathroom needs. We ask that you bring your own disposable bags and dispose of them in the trash can located outside.
- If an instance should occur that your animal becomes out of control you may be asked to remove them from the property.
- Assessment of damages or extra cleaning, will result in additional charges applied to your stay.
- We reserve the right to cancel your reservation should we discover misrepresentation of a pet as a service animal. In such circumstances, right to a refund is not guaranteed.