



Grand Hotel®

MACKINAC ISLAND

WORLD'S LARGEST SUMMER HOTEL

GRAND HOTEL RESERVATION PROCESSING TIPS

1. Group reservations with group deposit should use the following guideline:
 - a. Complete one reservation form per room and list all the roommates on one form. Do not use one form for multiple rooms or one form for each roommate.
 - b. Indicate your organization's name on the reservation form with a contact name and telephone number.
 - c. Indicate roommate, type of room (standard, deluxe, single, double, 3 or 4 person), and the amount of deposit to be applied to each room reservation.
 - d. Complete the deposit information section on the reservation form.
 - e. Return the reservation form (one per room), group listing, and deposit payment to Grand Hotel.
 - f. Your hotel confirmation will be arriving to you via e-mail. Please check your confirmation to make sure it is correct and print it for your records.
 - g. Contact the Reservation Department if you have any questions or changes.

2. **FOR GROUPS OR INDIVIDUALS WISHING A TAX EXEMPT BILL, WE REQUEST A TAX-EXEMPT FORM BE SUBMITTED WITH THE RESERVATION FORM. CONTACT KATIE LOHFF AT GRAND HOTEL IF YOU NEED A TAX-EXEMPT FORM. PLEASE INCLUDE A LIST OF ALL GUESTS THAT WILL FALL UNDER YOUR TAX EXEMPT STATUS. AND ALSO INCLUDE A COPY OF THE CHECK OR CREDIT CARD BEING USED FOR PAYMENT. PAYMENT FROM A PERSONAL CREDIT CARD OR PERSONAL CHECK IS NOT ELIGIBLE FOR TAX EXEMPTION UNDER MICHIGAN LAW. TO ACHIEVE TAX EXEMPT STATUS, THE NAME ON THE METHOD OF PAYMENT MUST MATCH THE TAX EXEMPT FORM.**

3. Our Reservation Department is instructed **not** to make **reservations by telephone**. Individuals may call to have a reservation form faxed or e-mailed to them.

4. **Reservation deposits** are per room, not per person. Credit cards are charged as soon as the reservations is made. We consider all room reservations to be definite upon receipt of the reservation form. Reservation deposits will be refunded if canceled 10 or more days prior to arrival, less a \$40.00 processing fee. Reservations canceled less than 10 days prior to arrival will forfeit room deposit.

5. Individuals are requested to submit a credit card number at **check-in** to assure all charges are paid upon departure. Final balances may be paid by credit card, cash, check or traveler's check.

6. Individuals who have questions or concerns regarding their **final bill** should contact our Accounts Receivable Department.

I have read and understand the above regarding possible tax exemption status for the MAHA conference.

Signature: _____