

The Oaklands

terms and conditions

General Policies

Prices: All rates are listed on our website at:
<http://www.wmich.edu/oaklands/pdf/oaklands-rates.pdf>.
Overnight lodging is subject to a 6% sales tax.

Payment: We accept Visa, MasterCard, Discover, debit cards, checks, and money orders. For WMU events, we also accept department fund and cost center numbers.

Cancellations: In the event of cancellation, the resident manager must be notified no later than 24 hours before the day of guest arrival or event to avoid billing. In the event of non-arrival or a late cancellation, a charge equivalent to one night's stay or 25% of your estimated charge for your total event will be billed to your account.

Refunds: Refunds are given only when cancellations are made within The Oaklands cancellation guidelines.

Parking: Parking is available for your convenience in front of the Oaklands circle drive. The Oaklands is not responsible for any damage to, or for theft of vehicles parked on the Oaklands premises.

Guest Policies

Arrival and Departure: Check-in time is 3 p.m. Check-out time is 10 a.m.

Early Arrival or Late Departure: Early check-in and late check-out is available, but is subject to the facility schedule and availability. Contact the resident manager to arrange.

Alcohol Policy: Overnight guests 21 years of age or older are permitted to have alcoholic beverages in their room(s) and/or the second floor guest sitting room only. Alcoholic beverages are only permitted in the public area (first level) of The Oaklands in conjunction with an event. Violation of this policy will result in an automatic rate change from overnight to event.

The House: You may come and go as you like. Please make yourself at home and enjoy your stay. There may be times when other functions will limit the availability of some first floor rooms. We will inform you if that does occur. Guests at those functions will not have access to the second floor.

Children: While planning your stay or event, please keep in mind that the Oaklands is not a child-friendly environment. Children under the age of 12 must be supervised at all times while in the Oaklands.

Smoking: The Oaklands provides a smoke free environment.

Lost or stolen items: The Oaklands is not responsible for any items left unattended or lost. Keep your valuables with you at all times.

Disability: The Oaklands does not have facilities to accommodate those with mobility challenges. If you have any questions regarding this matter, please contact the resident manager at (269) 387-4073.

Comments/Complaint: Any comments or complaint regarding your stay or event can be made directly to the resident manager, on our website at www.wmich.edu/oaklands, or by filling out a comment card provided for you at the time of your event or overnight stay.

Photography: Professional filming and/or photography is permitted in The Oaklands for a nominal fee. Please contact the manager to arrange pricing and scheduling.

The Rooms: Each room is equipped with an iron and ironing board, blow dryer, shampoo, and cable TV.

The Kitchen: Guests are welcome to use the refrigerator, microwave and coffee maker. Use of the stove and oven are not permitted. Please help yourself to any of the food items located in the refrigerator or on the counter tops. Dishes and silverware are provided for your convenience.

Continental Breakfast: Continental breakfast is available daily in the kitchen, and includes cereal, granola bars, toast, bagels, fruit, yogurt and other similar items. Coffee is made each day by 8 a.m.

Key Delivery: Keys pick up or drop off can be arranged. If you or your guest is traveling directly to The Oaklands, please provide us with guest arrival time, cell phone number and email address. This will allow us to personally stay in touch with your guest in the event of a delay or cancellation.

