

Rental Refund Policy

Effective 15 May 2021

Fees associated with a rental at Arrowhead Lake are mandatory. Fees will not be refunded for amenities not being utilized or unavailable during the rental. All fees charged by Arrowhead Lake are in addition to the rental fees paid to the owner.

All rentals are charged a TRANSACTION FEE. This is a NON-REFUNDABLE FEE.

Fees that are refundable consist of Temporary Membership bands and Gate Cards. A cancelled registration must be submitted by the homeowner or renting agent within 72 hours prior to arrival to receive the refund. If the canceled registration is not submitted within 72 hours or more prior to arrival, the refund will be denied. Once approved, the refund will be returned to the credit card used upon registration.

Below are the instructions on how to submit a Rental Transaction Registration.

1. Locate the rental registration you need to cancel.
2. Click on the cancellation link located at the bottom of the page.
3. The form will come up where you will need to fill in ALL REQUIRED FIELDS.
4. Click submit.