

# Cross Over the Bridge From Ordinary



## PARK POINT MARINA INN

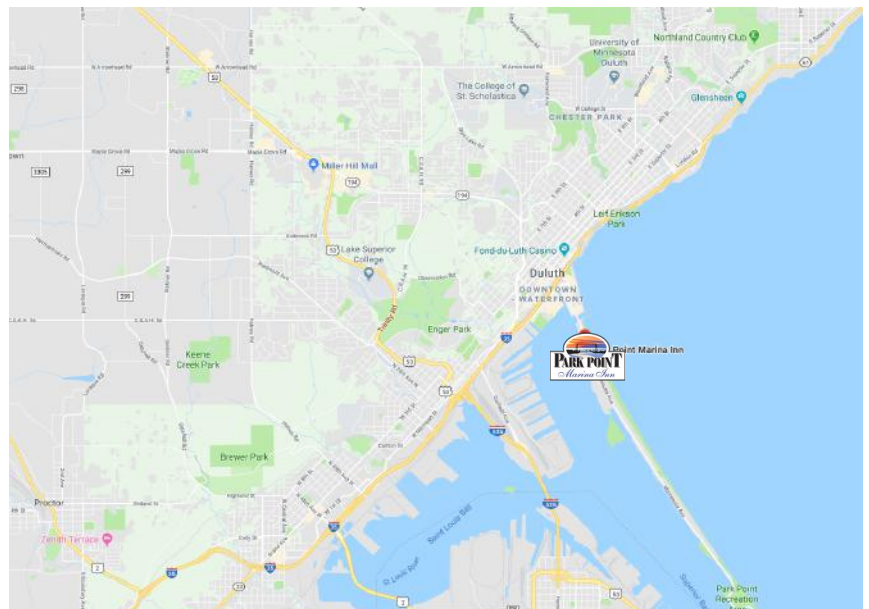
## Hotel Policies & Factsheet

### FACILITY INFORMATION

Year Built: 2014  
Built: New  
3 Floors  
Total Rooms - 68  
Rooms with Outdoor Balconies - 63  
Suites - 2  
Accessible Rooms - 4  
Free Parking Spaces (90)  
Concierge Guest Service Center (1)  
Elevator (1)  
Children's Playground (1)  
Meeting Rooms (2)  
Outdoor Patios (2)  
Indoor Swimming Pool (1)  
Sauna (1)  
Hot Tub (1)  
Fitness Center (1)  
Business Center (1)  
Gift Shop (1)  
Limited Service Lounge (1)  
Travel Information Center (1)  
Ship Viewing Pier (1)  
Family Picnic Area (2)  
Harbor View Sitting Pier (1)  
Shuttle Van (1)  
Outdoor Gas Fire Table (1)

### LOCATION

1033 Minnesota Avenue  
Duluth, MN 55802  
Located on Duluth Harbor of Lake Superior  
Latitude 46.77 degrees, 46 minutes, 25.2228 seconds  
Longitude 92.09 degrees, 5 minutes, 25.7208 seconds



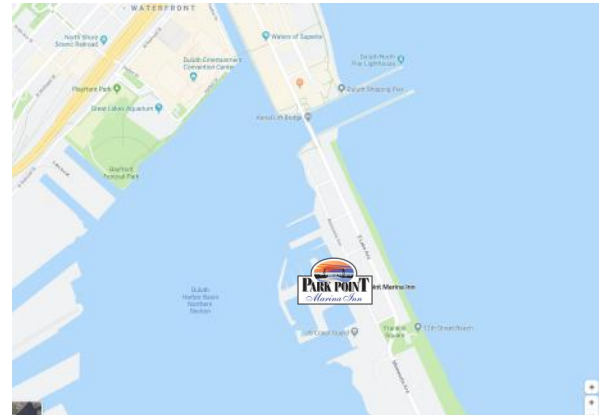
Policies and or fees/prices are subject to change without notification and or without change on this website

PARK POINT MARINA INN

1033 Minnesota Ave, Duluth, MN 55802, USA | Phone +1 218-491-7111 | Email [reservations@parkpointmarinainn.com](mailto:reservations@parkpointmarinainn.com)

## DISTANCE

- Distance from the water – 50 feet
- Distance to Park Point Beach – 1 block
- Distance to Canal Park, Aerial Lift Bridge & the Lakewalk – 4 blocks, 4/10 mile
- Distance to the DECC & AMSOIL Arena– 8 blocks, 1 mile
- Distance to Downtown – 10 blocks, 1.1 miles
- Distance to Bayfront Festival Park – 8 blocks, 1 mile
- Distance to Airport – 7.17 miles – Duluth International Airport (DLH), 4701 Griden Dr. Duluth, MN
- Distance to University of Minnesota, Duluth - 4.6 miles
- Distance to College of St. Scholastica - 3.6 miles



## GUEST SATISFACTION

### *Our Hospitality Promise*

Our Goal is simple. Our Mission Statement is straight forward. We guarantee that every day on every shift for every guest, our commitment will always be the same. **We Are Always Striving To Exceed Our Guests' Expectations and then Some.**

We are dedicated and committed to providing our guests with the very best hospitality and service by all of our team members. We encourage you to bring to our attention immediately any questions or concerns that you may have during your stay about our staff, service, amenities, hospitality or facilities that you feel we can approve upon. Please help us with our goal to constantly improve on our guests' experiences through our valued guest's feedback.

## RATE GUARANTEE

Our 100% guarantee is that we will match most 3rd party rates that are found online through Expedia, Booking.com, Travelocity, Orbitz, TripAdvisor, Trivago, or others. Simply call the hotel at 888-746-2673 and let our Concierge Guest Services Representative know what third party website you would like us to match, the arrival date and departure date.

We encourage our guests to shop online but to book directly with the hotel so you are not working with a 3rd party; but directly with the hotel to avoid any confusion, miscommunication and or extra fees when making or changing a reservation, information or details.

## CHECK IN & CHECK OUT POLICY

Check In - 4:00 p.m. | Check Out – 11:00 a.m.  
Early check in and late check outs available, fees may apply

## RESERVATIONS & CANCELLATIONS

### **Credit/Debit Card Policy**

Credit & Debit cards will be authorized 24 hours in advance prior to arrival for the amount of your stay, plus a \$100 additional amount to cover any incidental purchases. The authorization will hold these funds until check out, at which time the amount actually incurred during your stay will be charged. Authorized amounts may take up to 30 days after departure to be released by your bank or financial institution, and the hotel will not be responsible for any resulting fees or charges. We suggest that you use a valid credit card when making your reservation and not a check card or debit card. Prepaid credit cards and prepaid gift cards are not accepted for payment.

### **Credit Cards Accepted**

Visa, MasterCard, American Express and Discover Card

### **Checks**

We're sorry, checks are not accepted

### **Reservation Policy**

All reservations are to be guaranteed by a valid credit or debit card. Prepaid credit cards & prepaid gift cards are not accepted. Credit cards are authorized for your length of stay and a \$100 incidental deposit prior to your arrival. A reservation that does not have a valid card on file or one that has been declined will be canceled without any fee or penalty to the guest by noon on arrival day. We suggest you use a valid credit card when making your reservations and not a check card or debit card.

### **Reservation Requirements**

You must be at least 21 years of age to check into a room.

### **Children Policy**

Children 17 and under stay free with an adult.

### **Extra Adult Policy**

More than 2 adults per room will result in an additional fee for each adult per night + tax.

### **Standard Cancellation Policy**

24 hours prior to arrival, not counting the day of arrival. Reservations **canceled** within this time frame will be charged one night's lodging and the appropriate taxes. This charge will be billed to the credit card that was used at the time of booking the reservation.

### **Special Event, Holiday and Third Party Cancellation**

24 days prior to arrival not counting the day of arrival. Reservations **canceled** within this time frame will be charged one night's lodging and the appropriate taxes. This charge will be billed to the credit card that was used at the time of booking the reservation. See separate cancellation policy for Grandma's Marathon Weekend

### **Group & Team Cancellation Policy**

Group cancellations are 30 days prior to arrival. The specifics are located within the group contract. Reservations canceled within this time frame will be charged the nightly minimum lodging cost as listed on the contract. This charge will be billed to the credit card that was used at the time of booking the reservation.



**TAXES & FEES**

**Room Fees**

- 6.875% State Sales Tax
- 5.50% Duluth Lodging Tax
- 1.5% Duluth Sales Tax
- .50% St. Louis County Transit Tax

**Alcohol Fees**

- 6.875% State Sales Tax
- 1.5% Duluth Sales Tax
- .50% St. Louis County Transit Tax
- 2.50% Liquor Tax
- 10% THC Tax

**SMOKING, TOBACCO AND ELECTRONIC CIGARETTES**

**Smoking, Tobacco, and Electronic Cigarette Policy**

100% Smoke Free. For the comfort and enjoyment of all our guests, our hotel has a smoke and tobacco free policy including e-cigarettes & marijuana for all rooms, floors, public spaces, patios, decks and outside grounds. A \$350 cleaning fee will be charged to a guest who does not abide by the smoking policy, or if there is any indicator of a smoke smell, evidence of smoke, or any tobacco products left and or used in a room.

**ALCOHOLIC BEVERAGES**

Alcoholic beverage service is restricted to only those 21 years or older with valid accepted identifications. Glass bottles, plastic containers, or cans of alcohol are not allowed in the pool, sauna, hot tub or fitness center for health and safety reasons. The hotel reserves the right to not serve guests who appear intoxicated at any time.

According to Duluth City Code, alcohol not purchased from the hotel may not be consumed in the lobby, breakfast area, Harbor Cove Lounge, outdoor patio area, outdoor sitting area, docks, and fire table area. Outside alcohol may be brought into our Meeting and Banquet Room.





### PETS

We are a pet free property. The only pets allowed are accredited service animals with proper documentation of certified school training as per MN State Statute 256C.02 and all Service Animals must be checked in and registered at the front desk. Any other pets on the property will incur a cleaning fee of \$500. All accredited service animals must be registered at the front desk and have the proper paperwork filled out and filed.

### LOST & FOUND

Park Point Marina Inn is not responsible for any lost, forgotten, or stolen items. If forgotten items are located and requested to be mailed to the owner, there is a hotel fee of \$8.00+tax plus any vendor shipping charges that the recipient will be responsible for. We use an outside vendor to deliver lost and found items. They are not affiliated with the hotel and charge their own shipping and service fees. Items left on property are held for 7 days. Perishable items are held for 24 hours.

### HOURS OF OPERATION

**Hotel** is open 24 hours a day (entry by key only after 10:30 p.m.)

**Concierge Guest Service Center** is open 24 hours a day

**Indoor Pool and Spa Area** – 8 a.m. to 11 p.m. daily. (10 p.m. to 11 p.m. is an adult’s swim only)

**Harbor Cove Lounge** – 11 a.m. to 10 p.m. 7 days a week | Happy Hour - 5 p.m. - 7 p.m. every day

**Pantry Hot Breakfast Buffet** – 6:30 a.m. to 9:30 a.m. Monday to Friday  
7:00 a.m. to 10:00 a.m. Saturday & Sunday

**Water’s Edge Mercantile & Gift Shop** is open 24 hours a day

**Fitness Center** is open 24 hours a day

**Business Center** is open 24 hours a day

**Vending and Ice Machines** are accessible 24 hours a day

**Outdoor Patios** – 7 a.m. to 11 p.m.

**Shuttle Service to Canal Park** – See Concierge Guest Service Center for hours by season

**Meeting Rooms** – 7 a.m. to 11 p.m.

**Meeting Room Balcony** – 7 a.m. to 11 p.m.

**Ship Viewing Pier** – 7 a.m. to 11 p.m.

**Harbor Cove Sitting Dock** – 7 a.m. to 11 p.m.

**Taxi & Uber Service** is available 24 hours a day

### STAYOVER SERVICE

Stayover Service is by request. Guests may call down to the front desk to have clean linens, towels, and amenities brought to their door upon request.

## MAIL & PACKAGES

### *Guest Mail*

Guest's may receive mail and packages at any time. However, the hotel is not responsible for any delivery or costs accepted with retaining any packages or mail not claimed by guest. Mail that is being delivered to the hotel should have the name of the guest that is on the room reservation, along with the confirmation number.

Example – Attn: John Doe, Confirmation #123456, Park Point Marina Inn, 1033 Minnesota Ave, Duluth, MN 55802

Packages over 10lbs may have a fee involved in delivering on property. Hotel is not responsible for moving any package over 30lbs.

## PARKING

All guests will receive a parking pass to display in their vehicle for complimentary on-site parking. Vehicles not displaying pass may be towed and or booted at owner's expense.

Valet parking is not available.

We offer free outdoor parking and free bus parking.

We do not allow overnight and/or day parking for non-registered guests of the hotel.

Special parking spots are reserved for motorcycles, expectant mothers, veterans and the disabled.

## SAFETY & SECURITY

Front entrance door closes at 10:30 p.m. Entry after that is with a key card only.

Hotel staff is on duty 24 hours a day at Concierge Guest Service Center

