

Minerals Resort & SPA Policies

Age / Credit Card / ID Requirement

- There must be at least one guest who is a minimum of 21 years of age, and provide a valid credit card, to register for overnight accommodations at Crystal Springs Resort.
- For your convenience, the Resort accepts, VISA, MasterCard, American Express and Discover.
- If arriving by car, a driver's license and vehicle registration must be provided upon check-in.

Cancellation

- **Non-Holiday** - Cancellations must be made 72 hours prior to arrival or your credit card will be charged a penalty fee of fifty percent (50%) of your total stay.
- **Holiday** - A fifty percent (50%) deposit is applied to your reservation at the time it is booked. Holiday reservations must be cancelled 21 days prior to arrival date to avoid forfeiture of the deposit.

Check-In & Check-Out

- Check-in time is 4:00pm for hotel rooms, and 5:00pm for condominiums
- Check-out time is 12:00pm
- Late Check-out is until 2:00pm with a \$50 fee charged to the guest. Call the Front Desk 973.827.2222, to request Late Check-out.
- Extended Late Check-out is after 2:00pm and a full night stay is charged to the guest. Call the Front Desk 973.827.2222, to request Extended Late Check-out.
- Spa package guests receive a courtesy check-out time of 2:00pm.
- Spa package guest Late Check-out is after 2:00pm and a full night stay is charged to the guest. Call the Front Desk, 973.827.2222, to request a Late Check-out.

Elements Spa Packages

- Please make your spa appointments as soon as you book your package! If you wait, you may encounter limited availability, especially on weekends. For appointments, call [Elements Spa](tel:973.864.5850) directly at 973.864.5850.

- On the day of your appointment(s), you must obtain your vouchers from the Minerals Hotel Front Desk prior to check-in at Elements Spa

Golf & Stay Packages

- Tee times may be booked up to 28 days in advance by calling Central Reservations at 973.827.5996, extension 2. Please be sure to tell the reservationist that you are booking your tee time as part of a package.
- On the day of play, you must obtain your vouchers from the Minerals Hotel Front Desk prior to check-in at the course.

Minerals Sports Club Use

- A [Minerals Sports Club](#) usage pass is included for each person staying in your hotel guestroom or condominium.
- Please be advised that there are specific policies/hours and prohibited uses for children under 18 years of age. Please call Central Reservations at 973.827.5996, extension 2 for details.

Pets

- Pets are not permitted at Crystal Springs Resort

Smoking

- All Crystal Springs Resort guestrooms, common areas and restaurants are non-smoking.