

Website FAQs

Following are some common questions relating to the website. You may always phone the resort with questions, but you may want to check here first for a quick answer.

Member Account Setup

Q: My email is not recognized when I try to log in.

A: If you have more than one active email, be sure to check for each one. If you still do not have an email recognized, you will need to phone the resort to request that your User account be setup with your current email. At that point you will be able to set your password, add a credit card, and start making reservations.

Q: The Website says my Cuttys Membership is Inactive.

A: You do not have a credit card on file. Go to Manage Dues Renewal to add a default credit card. This does not reflect your membership status at the resort; it is just an alert to you that a credit card is required to place a reservation.

Q: Do I have to add a credit card to my User account?

A: Yes, the system does not allow a reservation to be made without a default credit card on the User account, much like other hotel reservation programs. Resort staff have no access to the credit card information or your password, and they are unable to bypass that requirement to make a reservation either.

Reservations

Q: Why can't I make a Reservation?

A(1): You do not have a credit card on file. Go to Manage Dues Renewal to add a default credit card.

Or A(2): Your account may be suspended for unpaid annual dues or other fees. Adding your credit card will not automatically charge it for past fees. You will need to phone the resort to bring your account current.

Q: When will my Card be charged for my stay?

A: Your default credit card on file will be charged for your stay following your departure. Note: Only lodging, camping and pulls will be charged in this way.

Q: Can I pay for my stay with Cash or Check?

A: Yes, if you pay for your stay at Member Services prior to your departure, your credit card on your user profile will not be automatically charged by the website.

Q: Why can't I see the campsite map on my phone?

A: Your screen may be too small for the graphics. Try turning your screen horizontally. The display is obviously easier to read on a tablet or computer screen.

Q: Why can't I select a campsite on the site map?

A: You may be using a browser (like Firefox) that is not supported. Either Google Chrome or Microsoft Edge are recommended for the website.

Q: Can I pick my room number when I make a reservation?

A: While you are able to choose the type of lodging unit that you reserve, the reservation program works like a hotel does, and specific room assignments are not made immediately.

Q: Why is the Cutty's Icon spinning indefinitely when I try to book a room?

A: Try refreshing the page first. Selecting multiple room types may confuse the system. Try either selecting no room types to see all the available types of rooms or check one room type at a time.

Q: May I book a cabin (411 thru 416) if I am not bringing a pet?

A: Yes, those cabins are pet-friendly, but if you don't mind that pets have been in the unit, you may check availability for them. In order for cabins to display on the website: either skip the pet question entirely when you look for a cabin or click "yes". As the Cabins are considered pet-friendly, they will not show up if you click "no" on the Pets question – even if you are not bringing pets.

Q: May I make a reservation for my guest?

A: Yes! (Unless it is during the Summer Holiday timeframe) the first guest reservation may be made 10 days or less prior to arrival. If you have a second guest, their reservation may only be made 7 days or less prior to arrival.

To make a guest reservation: find your existing reservation for the applicable dates on your member dashboard and click 'View Details'. This will open your confirmation page. Scroll down toward the bottom of the Confirmation. One of the buttons you can click is "Add a Guest Reservation". You will then continue thru the reservation process as usual and complete the reservation if there is availability. Note: Your default credit card on your user account will be charged for all of your reservations, including guest reservations, after departure, unless your guest pays at Member Services for their own stay prior to departure.

Q: How can I confirm my Reservation?

A: You will receive an email confirmation after placing a reservation as well as an email reminder one week prior to your arrival date. You may also go to your Member Dashboard to see your upcoming trips. If you do not see your reservation there, you may have missed a step and you should try again. Make sure to complete the reservation process by following all the steps including Reviewing and Confirming the reservation. When the reservation is complete, a confirmation number will display on the upper right of the screen as well as a brief overview of the Reservation Details.

Q: Why is the amount on the confirmation different than I expected?

A: If the resort offers special rates at certain times, the reduced rate will not be recognized on the website or on your confirmation. You will need to pay at the resort prior to checkout to receive those special rates.

Q: How does the waitlist work for Lodging?

A: If there is no availability for the type of unit you wish to reserve, you will have the option to be on a waiting list. If that type of unit becomes available, everyone who has opted to be on the waiting list for that type of unit will receive an email alerting them of the opening. At that time, you may log in to see if it is still available. Resort staff does not have control over the waitlist results. Note: After adding yourself to the waitlist you may reserve something else, but you will need to cancel that to book a different unit should it become available.

Q: How does the waitlist work for Camping?

A: If there is no availability for the campsite you wish to reserve, you will have the option to be on a waiting list for that campsite. If one of those sites that you have chosen becomes available, everyone who has opted to be on the waiting list for that campsite will receive an email alerting them of the opening. At that time, you may log in to see if it is still available. Currently there is not an option to be on the waitlist for all sites with just one click. Resort staff does not have control over the waitlist results. Note: After adding yourself to the waitlist you may reserve something else, but you will need to cancel that to book a different site should it become available.

Q: How can I check my waitlist status?

A: On your Member Dashboard you can click Manage Waitlist to see what you have requested or cancel your Waitlist Request.

Q: Can I still phone in to the resort to make a reservation?

A: While staff is always going to try to assist members in any way they can, we urge members to try to make their own reservations on the website. A great deal of time and money has been put into the site to try to make reservations quicker and easier for the members, particularly on the busy call-in days. The purpose of online reservations is to streamline the process, trying to improve accuracy and convenience for the members who don't want to wait on the phone for someone to be available to help them. If you choose to phone in, you may find that the members who are using the website to place their own reservations are getting in quicker than you are.

Q: What time do reservations open for 90-day or 14-day prior to arrival reservations?

A: Even though you may make reservations online 24 hours per day, the opening time for reservations will remain at 8:00 am when making a reservation on the first day possible for a specific date.

Annual Dues Payments

Q: When will my credit card be charged for my annual dues?

A: Your default credit card on your User profile will be automatically charged for the current annual dues on your Cutty's Anniversary date.

Q: May I pay my annual dues with a check or cash instead of the credit card on my user profile?

A: Yes, you may pay your annual dues with an alternate form of payment, but we will need to receive that at the resort prior to your renewal date to have time to process the payment and stop the automatic charge.

Q: Will I receive a receipt for my annual dues payment when my default credit card is charged?

A: You will not receive an email for dues payments, but you may view your transaction history on your member dashboard.

Q: Will I receive a receipt for my annual dues payment if I phone the resort to pay my dues with a credit card?

A: We do not normally send receipts for dues payments, so you would need to check your credit card statement to be sure it has cleared. Also, your credit card information will be destroyed for your protection once it has been processed. Additionally, there will not be a record of your dues transaction on the Member Dashboard if you pay in this way.