



Montrose Hideaway

Bed-and-Breakfast Retreat

Inn Policies

Our first, and primary, goal is to provide you with a special experience at our inn. We want this to be a place you will want to visit again and again, like a home away from home. It is toward that goal that we have the following policies. These policies are being provided to you in writing for your protection as well as ours. Please read over them carefully and let us know if you have questions or concerns.

We look forward to having you stay at our inn and being your hosts in this special place. Come, hide away and retreat with us so that your mind, body and spirit might be renewed.

Greg McNair

Mary McNair

RESERVATIONS

All reservations are made on a first-come, first-served basis. Some holiday and special-event dates require a minimum of two nights for advanced reservations to be accepted. One-night stays will be accepted during these times only if rooms are still available within 48 hours of the desired arrival, with a waiting list maintained when requested. Otherwise, rooms can be booked in advance for as many nights as desired.

To confirm a reservation, credit-card information must be provided for the purpose of processing a 50% deposit (if the reservation is made more than seven days in advance) and for processing the remaining balance seven days in advance of arrival, for in case of cancellation within the applicable cancellation period, and/or for in case of damages during the stay. Reservations made seven days or less will be payable in full when making the reservation. Methods of payment accepted include credit card, check, money order or cash. Credit cards accepted are MasterCard, Visa, Discover and American Express. 6% lodging taxes are added. If paying by check or cash, all payment must be received no later than seven days in advance of arrival to avoid use of the guarantor's credit card to process the charges.

Check-in and check-out schedules: Check-in is between 4 and 6 p.m., and check-out is 11 a.m. Any arrivals after 8 p.m. (9 p.m. for business travelers), even if prearranged, may be assessed an extra \$25 an hour. Any room departures after 11 a.m. may be assessed an additional \$50 an hour if no effort is being made to leave on time; however, you're welcome to enjoy the common areas and grounds a little longer.

We try our best to accommodate our guests' busy schedules, which sometimes lead to late arrivals and departures. But it's important for us to have adequate time to do the necessary housekeeping, to run errands and take care of personal business. Therefore, your estimated arrival time should be confirmed when making the reservation and will be referenced on your reservation confirmation. Also, if you find that you are running behind the time referenced on the reservation confirmation, please call us so we can plan our time accordingly.

CANCELLATIONS

Cancellations prior to check-in: Because we are a small inn, cancellations or any changes in a reservation must be made at least seven days prior to the scheduled check-in date (three days for business travelers, and 14 days for holidays and special-event dates). If cancellations or changes are made within the cancellation period, the reservation guarantor will be responsible for the full amount for any room nights not booked by other guests. If a room is rebooked at all, a refund will be issued to the credit card originally charged for all rebooked room nights. A cancellation fee of \$30 per canceled room or 4% of the total, whichever is greater, will be deducted from any refund, no matter when the reservation is canceled or changed, in order to cover credit card processing expenses. This includes 4% of an event fee when they inn has been reserved for a special event.

Early checkout: Payment in full is due upon arrival for the entire reservation. If, however, a decision is made to cut the stay short, no refund will be issued unless all rooms canceled are booked by other parties. In such cases, applicable refunds for the canceled nights will be refunded less 10% or \$30-per-room minimum charge, whichever is greater, serving as the cancellation fee. Such refunds, if any, will be determined and processed back to the same credit card as originally charged after all canceled dates have passed. A record of dates fulfilling the criteria and a copy of the credit-card refund transaction record will be provided after processing.

NO-SMOKING POLICY

This is a tobacco-free environment. We thank you in advance for your understanding and cooperation. Deciding to ignore this policy may result in a fee of \$500 plus professional cleaning costs.

DAMAGES

We realize that accidents do happen. Whenever possible, we will do the necessary cleaning or replacement at our expense. However, if a guest severely damages inn property beyond a reasonable repair or replacement cost, we reserve the right to charge the guarantor's credit card for the exact repair or replacement cost. The guest will be notified of the expense prior to processing and a receipt will be provided.

PETS

Sorry, but guest pets are not allowed. (We have two very sweet cats named Monty and Hidey.) If needing help locating a place to board your pet, let us know. We will do our best to locate someplace local that fits your needs. We'll then put you in contact with the facility for you to confirm the reservation separately from your reservation at the inn.

CHILDREN

Children are welcome if 12 years or older; well-behaved younger children will be allowed with special permission only if the entire inn is booked by the same family or group.

EVICCTIONS

Although it has been our experience that most guests are courteous and considerate of others, these policies are for the rare case when action must be taken to evict one or more guests. In such cases, no refunds would be issued.

- 1) Anybody deciding to ignore our no-smoking policy may be asked to leave. Any charges for special cleaning services to remove smoke odors from all or part of the inn will be charged to the guarantor's credit card in addition to the non-refundable room charges.
- 2) Although alcohol consumption is allowed on site, we reserve the right to evict any guests that become drunken and disorderly, as well as anybody else in the same party.
- 3) Any illegal activity whereby local law enforcement must be involved will result in eviction of the offending party or parties.
- 4) Intentional destruction of or damage to inn furniture and contents may result in eviction and additional charges for replacement or repair of all damaged items.