

TERMS AND CONDITIONS

Reservation and Payment: The total amount of your stay is charged in full at the time the reservation is confirmed. Debit or credit? Either works like a charm! We are unable to hold/reserve rooms without payment.

Cancellation Grace:

Plans can change, and we understand so we offer travel protection insurance.

- **Full Refund:** Cancel within 48 hours of booking for a full refund, as long as your check-in date is more than 14 days away.
- **Partial Refund:** If you cancel 15-45 days before check-in, you'll get a refund minus a 25% fee.
- **No Refund:** Cancellations made within 14 days of arrival are non-refundable, unless you bought travel insurance when you booked.
- **Non-Refundable Bookings:** Reservations made more than 45 days in advance are non-refundable. We recommend adding travel insurance at the time of booking to protect your plans.

Note: Refunds may take up to 45 days to process and enter your account.

We are not responsible for your reason for cancelation, including but not limited to:

- Illness
- Weather
- Travel delays/cancelations
- Changes to work schedule
- Lack of childcare
- COVID-19 diagnosis, exposure, quarantine, etc.
- External factors out of our control such as noise, including train activity.

Private Suites: Your reserved suite is a personal sanctuary where you can fully relax and unwind, enjoying the exclusive privacy of your space. Each suite is secured with a unique private code that is changed for every guest's visit, ensuring your peace of mind. At times, you might be the only guests at the inn, granting you exclusive use of the common areas. On other occasions, you may share these spaces with other guests or the innkeeper. No matter the circumstance, we are dedicated to providing a comfortable and welcoming experience for all our guests.

Common Areas: At The August Inn, we've thoughtfully created a variety of cozy communal spaces for all to enjoy, including a comfortable living room, inviting dining area, sunroom filled with natural light, charming bar area, peaceful patio, and a serene garden. These spaces are more than just rooms; they're welcoming environments where stories are shared and lasting memories are made. As you enjoy these common areas, we kindly ask that you respect the privacy and comfort of your fellow guests, helping to foster a warm and considerate atmosphere that everyone can appreciate.

Kitchen Access: Our kitchen facilities are reserved for staff only, and we kindly ask guests not to expect access for cooking. But don't worry, if you have any special requests or needs, just give us a shout, and we'll do our best to make it happen! Old Town Spring is packed with fantastic dining spots, and our friendly team is ready to share recommendations, make reservations, or help with any questions you might have. We have a refrigerator and microwave for your use, should you bring back food from a local eatery and need to reheat. We're all about making your stay awesome, and we really appreciate your understanding about the kitchen vibe.

Innkeeper and Staff: Our dedicated team is here to assist you and ensure a pleasant stay, and you may encounter staff or the innkeeper in common areas tending to various tasks. Our presence is usually minimal though. While in these shared spaces, please be mindful NOT to expect the same level of privacy as in your individual suite.

Noise Courtesy: Feel at home in common areas but keep noise down after 10:00 pm to ensure everyone's comfort. We've tried to soundproof, but be courteous. Train noise? A part of the charm and local experience, so we can't refund for it. White noise machines are provided in every room as well as custom made mattresses and soft linens for a cozy, deep sleep.

Check-In/Out Ease: Check-in is from 3:00-6:00 pm and check out is at 11:00 a.m. Early check-ins or late departures? Possible with a touch of coordination and a small fee, but not guaranteed.

Guest Exclusive Retreat: For the safety and privacy of everyone, only registered guests are permitted on the premises. This policy ensures a secure and tranquil environment for everyone staying at The August Inn. We appreciate your understanding and cooperation in maintaining the exclusivity of our accommodations. If you have friends or family in the area, we kindly ask that meet-ups occur outside the premises, allowing our registered guests to fully enjoy their stay without any disturbances. There are plenty of nearby places to meet up. If you have any questions or concerns regarding this topic, feel free to reach out to our friendly staff.

Smoking: We are a non smoking facility. No vaping or smoking is allowed in our building or on the premises. A \$200 smoke cleaning fee will be charged, along with any lost business fees while room is being rid of smoke smell, if evidence of smoking inside is determined.

Children: Our historic home is old and not child proof. Therefore, only children ages 12 and over are permitted. If traveling with children, please inquire about our age policy before making a reservation.

Pets: As much as we love animals, we do not accept visiting pets at this time. However, we have a local pet boarding facility just a few blocks over and several nearby recommendations to book your pets overnight stay. If you have a service animal, we need to know prior to arrival of such.

Other Non-negotiables: No candles or open-flame items inside or outside the property. No real flower petals on fabrics or linens. No confetti or glitter is allowed in our home.

Gift Certificates:

Gift certificates issued by The August Inn have no cash value and cannot be redeemed for cash. They are only valid for use toward accommodations and services at our property. Gift certificates are non-transferable and cannot be exchanged for other goods or services. If you were gifted a stay with us and a gift certificate is used, we still require guest to have a credit card on file for any incidentals.

Audio/Video Cameras On Premises: No tampering with internet or security cameras. You will be asked to vacate the property if any tampering has occurred. We use video/audio security cameras on the exterior of our property and in the front common area for the safety of all of us.

Damages: A damage/loss fee (\$50 minimum) will be assessed upon departure. This includes stains to linens, damaged/broken items, and missing property. The innkeepers reserve the right

to assess the value of the damaged or missing property and charge your account accordingly. Please communicate any issues via text immediately upon event. You give The August Inn the right to collect payment for any booking, damages, missing property, and any additional costs incurred by you and those in your party.

The August Inn reserves the right to deny, cancel, or vacate any reservation or booking party at any time without penalty or explanation.

By booking with us, you agree to abide by these policies. We appreciate your understanding and cooperation in creating a harmonious environment for all our guests. Should you have any questions or need further clarification, our friendly team is always here to assist you. Thank you for choosing The August Inn.