

The Historic Elk Mountain Hotel Policies updated June 2008

Check-In/Check-Out

Check In Time is between 4 pm and 9 pm. Please indicate if your arrival time is after 9 pm so we can make special arrangements. Check Out time is 11 am.

Early Check In or Late Checkout

is by prior arrangement only and not guaranteed.
Each is subject to an additional \$20 fee.

Guests must be at least 18 years old to check into the hotel.

Room Occupancy

Occupancy is limited to two persons per room. Additional guests, room size permitting, are charged from \$25 per person per night.

Children

The hotel is an adult oriented facility and the wooden structure plus the antique décor of the hotel is only appropriate for child guests aged 12 and over. There are no facilities for children to stay in their parent's room.

All Children are welcomed in the restaurant.

Pets

We regret that we cannot accommodate pets. Guests bringing pets in to rooms without authorization will be charged a minimum deodorizing and clean up fee of \$250 as well as possible additional charges for replacement of furniture, fixtures and furnishings.

Payments

All reservations must be guaranteed with a valid credit card. For credit card payments, The Historic Elk Mountain Hotel accepts American Express, Diners Club, Discover, MasterCard and Visa. **We do not accept out of town checks.**

Deposits & Guarantees

There is no deposit necessary to make an individual room reservation. However, a credit card is required at the time of booking to guarantee the room and secure the reservation period. Internet bookings require a deposit by credit card equal to one nights lodging. In addition to room and tax an additional \$85 per night may be held on your credit card to guarantee any incidental charges.

Reservation and Payment for Guests by Private Third Parties

This is generally not permitted. In the case of family members we require a fax copy of the driving license and credit card of the payer plus the driving license or equivalent ID of the future guest(s). We withhold the right to refuse reservation at any time for any reason.

Reservation and Payment for Guests by Corporate Third Parties

The organizing corporate party must provide a list of the guests' names one week prior to check-in. At check-in a copy of the individual guest credit card will be taken for incidental charges not covered by the corporate package.

Tax Exempt Guests

All Tax Exempt Guests must bring an Individual Tax Exempt form from their organization and present it upon checking in.

Cancellation Policies

Owing to our small size cancellations significantly affect us.

Once a reservation has been made and guaranteed by credit card you are fully obligated for your entire stay.

Checkouts earlier than the reserved period will incur 100% of the outstanding balance.

Reservations must be cancelled by 3pm two days prior (48 hours) to arrival. A one night's room and taxes will be charged for guests who do not cancel their reservation within the hotel's cancellation policy.

Cancellations made within the hotel's cancellation policy and changes to reservations are subject to a \$25 rebooking fee.

Internet reservations will incur an additional 10% fee plus applicable taxes based upon the original reserved value of lodging for cancellation at anytime after the time and date of the internet booking.

No Shows defined as a person(s) with a guaranteed reservation who does not cancel but doesn't show up for check-in will be charged 100% of the amount of a one night stay.

Special Events and Weddings

Special events and weddings are subject to a separate agreement. If you are planning such an event please ask to see our terms and conditions.

Smoking

The hotel is a totally nonsmoking facility and has a strict nonsmoking policy which we enforce for the safety and comfort of our guests.

We do not permit smoking or candle burning in any of our guest rooms

§ Guests smoking or burning candles or incense in their rooms or elsewhere in the hotel property that set off the fire alarm will incur a \$500 penalty.

§ Guests who smoke in their room, or who allow smoking by others in their room will be charged a minimum of \$250 up to \$500 deodorizing and cleaning fee. Smoke permeates the rugs, bedspreads, pillows, curtains etc and it may become necessary for us to remove smoke odors by cleaning all the curtains, bed linens, carpets and in some instances the room must be repainted to eliminate persistent smoke odors.

Candle Burning and Incense Burning

Candle burning and/or incense burning are treated as smoking. Please see 'Smoking' section above.

Gift Certificates & Prepaid Bookings

Gift Certificates are available from the hotel. Prepaid bookings require a Credit Card Authorization Form to be completed and faxed to the hotel. This form is available by calling the hotel directly.

Parking at Own Risk

Neither The Historic Elk Mountain Hotel and/or Historic Hotels of Wyoming LLC shall assume responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property.

Damage and Theft

Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, bathrobes, paintings and ornaments etc charged at 120% of full and new replacement value plus any shipping and handling charges.

Damage to linen or towels resulting from the use of body oils, makeup, shoe polish, gun oil etc will result in a charge for the special cleaning, repair or replacement of the damaged article.

Special Packages

All special packages content and pricing are subject to availability and are unavailable in June, July and August. Guests must quote the package code when reserving by phone or email as failure to do so may result in the normal tariffs being applied.

Right to Refuse Admission

The hotel reserves the right to refuse admission to any person at any time for any reason without stating that reason.

Privacy

We respect your privacy. We do not share, rent, sell, or otherwise use any personal information you have given us to any third party without your permission, except when required by law, subpoena or other legal process or in order to protect the safety of the public. Any information you give us is held with the utmost care and security, and will not be used in ways to which you have not consented. Since this policy may change over time as we modify or expand our services, we suggest that you check from time to time in order to understand how we treat your personal information. Your use of this website and its services constitute your agreement to the terms of our privacy policy. If we decide to change those policies, we will post those changes on this page so that you are always aware of what personal information we collect, how we use it and under what circumstances we disclose it.

Your continued use of this website and its services constitute your agreement to any such changes. We will not collect any personal information about individuals except when specifically and knowingly provided by such individuals. We will use this information in order to customize and enhance the services it offers its customers.

Examples of such information are: name, age, gender, business, home or postal address, email address, phone numbers, car license and travel preferences. We may share non-personal aggregate, or summary, information regarding its customers with other third parties, but we do not sell or share any information at the individual customer level.