

## **THE HISTORIC ELK MOUNTAIN HOTEL POLICIES UPDATED JANUARY 2011**

### **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 Check-out is by prior arrangement only and not guaranteed. Each is subject to an additional and discretionary \$20 fee.

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

### **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.

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.

### **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.

Check-outs 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. Reservations of more than a one night stay that includes a weekend, holiday or special event will be subject to a minimum charge of two nights stay. Cancellations made within the hotel's cancellation policy and changes to reservations are subject to a \$25 re-booking fee.

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 or 100% of a two night stay if the reservation is longer than a one night stay and includes a weekend, holiday or special event.

### **RESTAURANT CANCELLATIONS**

On special occasions such as Mother's Day and the like we request a credit card to guarantee tables of six or more guests. The card will be charged the full menu price for the original number of guests quoted at the time of the reservation for no shows and cancellations made within 24 hours of the scheduled dining time. If the table can be rebooked within the 24 hour period no charge will be made.

### **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 non-smoking facility and has a strict non-smoking 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. Both can be fire hazards and a fragrance that that may be pleasant for you may not necessarily be for the next guest.

### **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.

Damage to linen or towels resulting from the use of body oils, make-up, 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. 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, e-mail 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.