

## **Policies for Historic Elgin Hotel**

### **Rates**

All room rates are based on single/double occupancy. A charge of \$10 will apply to any additional guests over the age of 5. Guests 5 and under will stay at no additional charge.

Breakfast is included for all overnight lodging guests.

### **Guarantee**

In order to guarantee a reservation, the Historic Elgin Hotel requires a credit card as a guarantee. Sales tax of 8.75% and lodging tax of 6% will be added to the final bill unless a sales tax exemption certificate is provided. A deposit may be required for holidays and special events.

### **Acceptable Forms of payment**

The Historic Elgin Hotel accepts cash, Visa, MasterCard, Discover and American Express debit and credit cards. If paying by cash, an advance deposit via credit card is required to guarantee your reservation. All final payments are due at check-in.

### **Cancellation**

We understand that life happens and plans change from time to time. Should your plans change, please notify us at least 14 days prior to your arrival to avoid a \$25 cancellation fee. Cancellations made less than 48 hours prior to check-in will be charged in full.

All holiday or special event reservations (New Year's Day, Valentine's Day, Sprink Break, Easter, Memorial Day, Chingawassa Days, Independence Day, Labor Day, Art in the Park, Old Settlers Day, Thanksgiving, Christmas or New Year's Eve) may require a 30-day notice to cancel without penalty.

A gift certificate for a future stay will be issued if the National Weather Service announces a weather advisory which prevents you from arriving for your reservation.

### **Check in**

Check-in is from 3:00 pm - 6:00pm. Please contact the Hotel Staff to coordinate an earlier or later arrival.

### **Check out**

Check-out is noon unless prior arrangements are made.

**Smoking, Candles and Incense**

Due to its historic nature, the Historic Elgin Hotel is a smoke and fire-free environment. The use of candles, incense and any open flame is prohibited. Alternatively, we recommend the use of flameless candles.

Smoking within a guest room or common area will result in a \$250 cleaning fee added to your room charges automatically. In order to respect other guests, smoking is also prohibited on the front and side porches and in the hotel courtyard. Please ask the Hotel Staff for an appropriate outdoor area if you need to smoke.

**Damage to the Property**

Any damage caused by you to our property, inside or outside of your room, such as carpet stains, soiled furnishings, broken windows or appliances will be billed to you and applied to the card on file.

**Missing amenities**

We are certain that you will enjoy your stay with us so much that you may wish to take your experience home with you. For this reason, we offer many of the amenities for sale in our hotel lobby. Should your room be missing any amenities such as bedding, robes, towels, soap dispensers, décor, etc., we will assume you chose to take your experience home with you and will bill your account accordingly. In order to prevent theft by other guests staying at the hotel, please keep your room locked at all times.

**Pet Policy**

While we are pet lovers, we do not allow pets to stay overnight. Pet boarding may be available at the following:

[Spur Ridge](#)

901 N. Industrial, Marion, KS 66861  
620-381-2100

[Critter Connection](#)

435 Forest, Marion, KS 66861  
620-382-5857

[Animal Health Center of Marion County](#)

119 S. Coble, Marion, KS 66861  
620-382-8800

[Hillsboro Animal Clinic](#)

1994 Holly Rd, Hillsboro, KS 67063  
620-947-3993

## **Children**

Children 5 years of age and under stay free. Since most of our rooms only have one bed, please contact the Hotel Staff in advance to discuss appropriate bedding for your child. Families may need to reserve two rooms for older children or add an air mattress if the room allows. Pricing for our rooms is based on two occupants so a \$10 fee will be charged for each additional person over the age of 5.

## **Service Animals**

Please let the Hotel Staff know when booking your reservation if a service animal will be accompanying you. Service animals are permitted in all areas where guests are allowed. Service animals are animals that are trained to perform a specific task for the benefit of a person with a disability. The Hotel Staff may ask what task(s) the service animal performs. The following types of animals are not permitted:

- Comfort Animals: Animals not trained to perform a specific task, but which are said to provide emotional support or to relieve anxiety simply by their presence.
- Pets: Animals for which no claim of any service is made.

You must keep your service animal under control at all times. The animal should always be on a leash, harness or other tether, unless either the handler is unable because of his/her disability to use a harness, leash or other tether, or the use of a harness, leash or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control.

The Hotel Staff may require you to remove your service animal if:

- the animal is out of control and you do not take effective action to control it (for example, a dog causes a significant disturbance by barking repeatedly and uncontrollably or is not housebroken) or
- the animal poses a direct threat to the health or safety of others.

If you are asked to remove your service animal, but you would like to remain on the premises and/or continue staying at the inn without the animal, you must make arrangements for another person or local animal boarding facility to accept custody of your animal.

Historic Elgin Hotel staff is not responsible for the care or supervision of any guest's service animal.

## **Alcohol Policy**

Although alcohol is not sold on the property, you are welcome to bring your own alcoholic beverages. We will gladly chill the beverages you provide. Please use the utmost care when consuming beverages inside the hotel as you will be responsible for any damage that is caused from usage or spills.

**Group Policy**

If reserving 3 or more rooms, a 50% deposit is required. Cancellations must be received at least 14 days prior to arrival for return of the deposit less a \$25 per room cancellation fee. After 14 days, the deposit is 100% non-refundable. Each accommodation may not have a separate billing and payment source.

**Use of Kitchen**

The kitchen on the 3<sup>rd</sup> floor is a commercial kitchen used by Historic Elgin Hotel staff only and therefore, cannot be used for personal use by guests. However, a kitchen on the 2<sup>nd</sup> floor is available for guest use and select rooms include a stocked mini-refrigerator. Additionally, each floor has a coffee and tea bar stocked with snacks and beverages for all guests to enjoy.

**Noise Ordinances**

The Historic Elgin Hotel is an historic building with all guests residing in close proximity to each other. Therefore, we request guests be considerate of others staying with us when using televisions, opening and closing doors, and conversing in the public areas of the hotel during the sleeping hours of 10 p.m. to 9 a.m. Beginning late 2016, we provide a cozy 24-hour game lounge to the west of the main building in the hotel courtyard where we ask that groups gather during these hours.