

# **POLICIES FOR HISTORIC ELGIN HOTEL**

## **Rates**

All room rates are based on single or double occupancy. Specific suites can accommodate more than two guests, but many cannot. For those suites that can accommodate more than two guests, a charge of \$20 will apply to each additional guest over the age of 12 and \$10 for each additional guest that is 12 and under. Please refer to the website or ask the hotel staff about which suites can accommodate the number in your party. 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. All rates include breakfast for all overnight lodging guests unless otherwise specified.

## **Rate Guarantee**

The Historic Elgin hotel guarantees that the rates quoted by our staff and on our website are the best available rate. Should you find a lower rate, please notify our staff and we will beat that rate. Furthermore, we encourage the use of our website at [www.historicelginhotel.com](http://www.historicelginhotel.com) to reserve rooms. From time to time, complimentary upgrades may be offered to those guests who book directly with the hotel by phone or on our website at [www.historicelginhotel.com](http://www.historicelginhotel.com).

## **Deposit and Guarantee**

In order to guarantee a reservation, the Historic Elgin Hotel requires a valid credit card that does not expire prior to the arrival date. A nonrefundable deposit of \$50 per room will be collected at the time of reservation. A full, non-refundable payment is required for holidays and special events (such as the first weekend in June, the 3<sup>rd</sup> and last weekend in September, and other weekends that the Elgin is hosting special events) and for groups renting 4 or more suites.

## **Acceptable Forms of payment**

The Historic Elgin Hotel accepts cash, Visa, MasterCard, Discover and American Express debit and credit cards, and Elgin gift certificates. A valid credit or debit card is required to guarantee your reservation and for the deposit due. All final payments are due upon check-in. For guests checking in after hours, the credit/debit card on file will be charged for the final payment at the time that after-hour check in instructions are sent. This may be prior to your arrival date.

## **Cancellation Policy**

We understand that life happens and plans change from time to time. Please understand that making a reservation at a small hotel is not the same as making a reservation at a chain hotel. Due to our small size, cancellations affect us significantly and a last minute cancellation gives us little chance of re-booking a room. For this reason, we uphold a strict cancellation policy. All deposits are non-refundable. Cancellations made 7 days or less prior to arrival will be charged in full. Furthermore, guests are responsible for payment of all nights reserved regardless of their actual arrival or departure date unless a change to the reservation is made more than 7 days prior to arrival.

**Group Policy**

For parties traveling together and reserving 4 or more rooms, a full, non-refundable payment is required. Please understand that making a reservation at a small hotel is not the same as making a reservation at a chain hotel. Due to our small size, cancellations affect us significantly and a last minute cancellation gives us little chance of re-booking a room. For this reason, we uphold a strict cancellation policy. All deposits are non-refundable.

**Check-in**

Check-in is from 3:00 p.m. – 5:00 p.m. Sunday through Thursday and 3:00 p.m. – 7:00 p.m. on Friday and Saturday. For an additional \$10, check-in as early as 1:00 p.m. may be available. Please contact the Hotel to request and ensure that early arrival is available for your suite. If you will be arriving after check-in hours, please contact the Hotel to obtain after-hour check-in instructions.

**Check-out**

Check-out time is noon. For an additional \$10, check-out as late as 1:30 p.m. may be available. Please contact the Hotel in advance to request late check out to ensure that late check-out is available for your suite.

**Breakfast**

A full, 3 course breakfast is provided for all guests staying at the hotel. Breakfast is served on the 3<sup>rd</sup> floor in the dining rooms at 9:00 a.m. Should you need breakfast at an alternative time, please contact the Hotel at least 48 hours prior to arrival to discuss options. If you have any dietary restrictions, please contact the Hotel prior to arrival so that we can prepare an appropriate meal. We are able to accommodate guests requiring gluten free, vegetarian, vegan, low carb, and diabetic meals.

We may be able to accommodate an alternative breakfast time for you or your group for an additional charge.

Outside guests are welcome to join their family or friends who are guests of the Hotel at breakfast for \$10/person plus tax. Please obtain prior approval from the Hotel staff to ensure that there is space availability.

**Cribs & Airbeds**

The Historic Elgin hotel is happy to provide a crib or airbed for additional guests in your suite on a first come, first serve basis. Please request these amenities in advance of your arrival. Assuming you are paying an additional person fee, there is no charge for cribs or airbeds.

### **Smoking, Candles and Incense**

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

The south end of the front porch is designated for smoking. All butts should be distinguished and disposed of in the designated planter at this location. Evidence of smoking within a guest room or common area other than that which has been designated as a smoking area will result in a \$250 cleaning fee added to your bill.

### **Damage to the Property**

Please notify the Hotel staff promptly of any spills or damage to the property. Any damage caused by you to the property inside or outside of your room such as carpet or linen stains, soiled furnishings, broken windows or appliances may be charged to the card on file. Evidence of vomit or urination may result in a \$250 cleaning fee.

### **Missing Amenities**

We are certain that you will enjoy your stay with us so much that you will want to take your experience home with you! For this reason, we offer many of the hotel 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 as you are responsible for anything missing from your room.

### **Room Key**

Because we have a limited number of keys for each suite, please return your key to the front desk upon check-out. A \$25 fee will be assessed for missing or lost keys.

### **Noise Ordinances**

Quiet hours are between 10 p.m. to 9 a.m. Because the Historic Elgin Hotel is a historic building with guests residing in close proximity to each other, we request guests be considerate of other guests when using televisions, opening and closing doors, using the fitness center and conversing in public areas of the hotel. For guest's convenience, we offer a 24 hour game lounge where groups should gather during these quiet hours. Guests not adhering to this policy may incur a \$250 charge added to their bill.

### **Children**

The Historic Elgin Hotel is a family-friendly environment and welcomes guests of all ages. Many guests staying at the hotel have chosen to stay in order to rest and relax. For this reason, we ask that parents are respectful and courteous to these guests. All children should be supervised and should not be allowed to run through the halls, jump on furniture, and make an excessive amount of noise. Guests who do not follow these guidelines may be charged an additional \$250 fee or asked to leave the premises without a refund.

### **Outside Guests**

We recognize that our guests may want to invite friends or family to join them at the Hotel. Depending on the occupancy, this may be permissible. Please gain approval to invite outside guests onto the property prior to their arrival. It is the responsibility of the hotel guests to ensure that their guests comply with all Hotel policies.

### **Use of Kitchen**

The kitchen on the 3<sup>rd</sup> floor is a commercial kitchen used by Hotel staff for food preparation. Guest use of this kitchen is strictly prohibited by the state of Kansas. Guest use of this kitchen may result in a \$250 charge added to your bill. A kitchen is available for guest use on the 2<sup>nd</sup> floor and select rooms include a mini-refrigerator. The guest kitchen on the 2<sup>nd</sup> floor is equipped with ice, filtered water and a Keurig, for preparing coffee, tea, hot chocolate, cappuccino and cider.

### **Alcohol Policy**

Although the hotel is not licensed to sell or provide alcohol at the property, guests are welcome to bring their own alcoholic beverages. Many rooms are equipped with mini-refrigerators to chill these beverages. Additionally, a refrigerator in the 2<sup>nd</sup> floor kitchen is available to store guest's food and beverage. These beverages should be labeled with the guest name and suite number. For the safety and comfort of all guests, please drink responsibly. 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.

### **Pet Policy**

While we are pet lovers, we do not allow pets at the hotel. 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

## **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:

- 1) 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.
- 2) 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:

- 1) 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
- 2) 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 hotel 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.

The hotel staff may ask a guest to remove any service animal that barks or causes disturbances for other guests.