

## **DUETS BED BREAKFAST**

### **Terms and Conditions**

#### **RESERVATION TERMS & CONDITIONS**

The terms and conditions below apply for reservations made by an individual, private person, group or corporate entity. Duets Bed & Breakfast (Duets) reserves the right to apply special terms and conditions that differ from these in case of public holidays, special events, seasonality or additional services required.

#### **BOOKING AND CONFIRMATION**

When reserving a room your name, address, arrival- and departure time and method of payment are required. Government-issued I.D. may be required upon request. A room reservation is binding once it has been confirmed verbally or in writing and you have received a reservation confirmation. Duets is entitled to apply different kinds of rules such as reservation fee or credit card guarantee in order to secure the reservation. If canceled prior the 14-day cancellation period, Duets will refund your payment to the credit card used for the initial booking minus credit card processing fees and a 10% cancellation fee.

#### **ARRIVAL AND DEPARTURE**

The Duets bedroom suite you booked is at your disposal from 3:00 pm on the day of arrival. On your departure day the room must be vacated by 11:00 am or be charged a late fee of 50% of room rate. Duets is entitled to apply exceptions on check-in and check-out times stated above. For safety reasons, only checked-in guests are allowed on private premises and the maximum capacity per room may not be surpassed. The room will be reserved for you until 6:00 pm on the day of arrival unless no other agreement has been made at the time of reserving or if the confirmed rate or reservation period does not include any other special terms. In case of arrival after 6:00 pm you can guarantee the reservation with a credit card or other method specified. Otherwise Duets can release the reserved room for sale after 6:00 pm. In case you arrive at Duets according to the arrival time agreed and the room you have reserved is not available, Duets is responsible to arrange you a replacement room (either on-site or at a replacement site) without extra charges.

#### **GUARANTEED RESERVATION**

Credit card guarantee is required for all bookings when confirming the reservation. Please provide a credit card to guarantee the booking, including the number of the card, date of expiration and name of the cardholder and address. Customers with an invoicing agreement may guarantee the reservation under a company name. As an alternative method of guarantee, Duets Bed and Breakfast reserves the right to require either a complete or partial advance payment and deposit in order to guarantee the reservation. Amount of prepayment and a schedule for prepayment will be contracted with the customer in an invoice.

#### **CANCELLATION AND NO ARRIVAL**

Unless otherwise agreed at the time of reservation, all reservations must be canceled at least 14 days prior to arrival to avoid 100% forfeiture of stay and forfeiture of refund.

#### **PAYMENT**

Duets accepts most credit and debit cards. The total room fee includes room rate, credit card processing fees, state sales tax and city hospitality tax. State issued I.D. or drivers license must match the credit card. We maintain this information until after check-out.

#### **GUEST BEHAVIOR AT DUETS BED AND BREAKFAST**

We follow good manners, etiquette, Duets rules below on the interior and exterior of the property. In

case of breaking these rules you will be immediately removed from the premises by staff or law enforcement. In such cases you are still obliged to pay for the accommodation and additional services ordered and fees assessed. You are not eligible to claim a refund for payments already made. For safety reasons, only checked-in guests are allowed on private premises such as bedroom suites and the maximum capacity per room may not be surpassed.

Any smoking in the room will incur post-checkout charges of \$500 for each day of stay plus any smoking mitigation services administered by a third party.

### **DUETS RULES FOR BEDROOM SUITE RENTAL**

Duets Bed & Breakfast is a historic property. Honoring the history and current significance means we have high standards and expectations of those that use Duets for their overnight accommodations. It also means that there may be construction or maintenance work ongoing on certain parts of Duets at the time of your stay. Every effort will be taken to minimize impact. Certain rooms and outdoor spaces at Duets may not be accessible to guests with mobility issues; every effort to make accommodations will be made, though the historic nature of the venue makes it impossible to render every space accessible.

### **GUEST'S RESPONSIBILITY ON DAMAGE**

As a guest, you are responsible for damage caused on purpose or by accident by you and your guest(s) in Duet's bedroom suites, common areas, parking or any Duets premises. This applies also to furniture, decor, art, equipment, room keys, and other guests or their property. Additional or excessive housekeeping is an additional charge as well. Smoking in the room has a \$500 per day penalty. Your credit card on file will be billed for such damages. The responsibility for causing damage is determined by fair market value and reasonable standards.

### **MINORS**

Only a person over the age of 18 is allowed to make a reservation. All children must be accompanied by an adult at all times while on premises.

### **PLEASE NOT THE FOLLOWING**

- Duets is a smoke-free environment. Smoking is not allowed anywhere indoors or outdoors on the grounds.
- No lanterns, torches, candelabras or any other items requiring open flame are permitted within the property.
- Children must be supervised by an adult at all times.
- No weapons or firearms are allowed on Duet's property.
- Early entry or late exit will be subject to additional fees. Early check-in is 25% of your room rate.
- No amplified music
- Glitter is never allowed, either by itself or on décor of any kind!
- No exterior decorations adhered to the property
- Interior decorations must be minimal and free-standing or draped.
- Duets Bed and Breakfast is not responsible for lost or broken property of its guests or clients.
- Staying in a suite may mean that the restaurant below can cause noise, commotion and disruption during your stay. Furthermore, booking Duets may mean that other customers may have reserved the second suite simultaneously.

By selecting, you are signing these Terms and Conditions electronically. You are agreeing to adhere to the Terms and Conditions listed above including any additional fees or penalties that are determined pre-stay, during your stay, or post-stay.

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Signature

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Date

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Printed Name

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Date