

Butterfly Meadows Inn & Farm Policies & Customs

Butterfly Meadows Inn & Farm is an exclusive property where every guest is important and special. We have created a place for our guests to Relax ~ Breathe ~ & Create. Our policies and customs are designed for the security, safety and enjoyment of all of our guests. Butterfly Meadows Inn is a private Christian establishment and guests are requested to adhere to a code of conduct that is not offensive to others seeking this type of atmosphere. Please review these policies, as by making a reservation, you are agreeing that you understand and will abide by these policies.

Rates - Rates are quoted per night for single or double occupancy and include a full breakfast for each guest. All rates are subject to a 13.25% state and local tax. Our rates are subject to change without notice. Our rates are based on single or double occupancy. Some of our suites can accommodate extra guests. We can prepare these suites with extra beds with advance notice. For each additional guest, there is a \$50/person charge each night of your stay. A \$50 setup fee is applied if an extra bed is needed for two guests sharing a room.

Specific Rooms – We make every effort to honor specific room requests. If we must reassign a room selection for any reason, we guarantee that you will receive an equal or upgraded room type and equal amenities and services.

Deposit & Payment – A non-refundable deposit is required to secure a reservation.

- a. B&B Guests: A deposit of one night's rate plus tax per room is required at the time of your reservation for 1 or 2 nights. For reservations of 3 or more nights, a 50% deposit for the entire stay is required. Special calendar event dates and our hosted group retreats require full payment at time of reservation. Full payment is required upon check-in. Arrivals after 6pm will automatically be charged for the remaining balance on the credit card on file on the first day of the stay. Deposits are non-refundable. Note: **Cancellations**.
- b. Groups & Events: A 50% deposit is required to book a group retreat or an event. Full payment is required no less than 30 days prior to the date of arrival. Groups include B&B guests reserving 3 or more rooms. Deposits are non-refundable, and final payments are due for the contracted reservation amounts.

Method of Payment – Deposits can be made by check or credit card. We accept Visa, MasterCard and American Express. Balances paid on-site may be paid by credit card or cash. We do not keep cash on hand to give change.

Cancellations – Due to the exclusive nature of our accommodations, cancellations affect our business significantly. Therefore, we adhere to a strict cancellation policy, regardless of the reason. Reserving accommodations, packages & services creates a legally binding contract, whether you reserve verbally, in writing or online. By accepting your reservation, we agree to hold a room of equal or greater value &/or the facility for you on the date(s) requested and to turn down other requests for the same accommodation on those dates you have reserved. When you make your reservation, you agree to fully pay for the accommodations and services on the dates you have reserved. No-shows forfeit all deposits and any open balances will be charged for the entire amount of the stay. Cancellations are responsible for the entire booking. There are no refunds for early departures. Date changes are considered cancellations and as such our cancellation policies will apply.

We recommend that you consider purchasing trip insurance through either your own source or the third party provider, Allianz Global Assistance, offered at the time of your reservation. You are not obligated to purchase this coverage but you may wish to do so in case of unforeseen circumstances which may affect your travel plans. If you choose this insurance, charges for the coverage will appear separately on your statement, as they are paid directly to the provider. The policy is neither administered nor guaranteed by Butterfly Meadows Inn & Farm.

Group, wedding and event reservation deposits are not refundable. Reserving three or more rooms is considered a group event even if payment is split between different guests. Cancellations are responsible for the entire booking. There will be a 25% fee to reschedule group, wedding or event reservations if processed more than 90 days prior to the original date. Rescheduling is not permitted within 90 days of the scheduled date.

Check-In & Check-Out - Our preferred check-in time is from 3-9pm. If you know that you will be arriving after 9pm, please call the Inn to make arrangements for a late check-in. Check-out is at 11 am.

Early check-in & late check-out may be available for an additional fee if our guest & housekeeping schedules permit. This service is available only as we are able to accommodate. Please make arrangements in advance. Early check-ins must be arranged before arrival. Early check-in from 1-3 is a \$50 fee; early check-in from 11-1 is a \$100 fee. Late check-outs must be arranged prior to arrival or at check-in. Late check-out from 11-1 pm is a \$50 fee; late check-out from 1-3 pm is a \$100 fee.

Accessibility – There is an elevator to provide guests with assistance in navigating between floors at the inn. Please inform us at time of reservation if you would like to book our suite with more space for a walker or wheelchair. The Carriage House suite is accessed only by stairs.

Technology - Wireless Internet access is complimentary throughout the Inn. We request that you refrain from large downloads and streaming as a courtesy to your fellow guests and the business function of the Inn. We are not responsible for service outages of this service including: provider maintenance, weather conditions or incompatibly with your electronic devices. Please do not use cell phones or other devices in areas that might disturb other guests.

Registered Guests – You will be asked to provide a photo ID at check-in for the guest name on the reservation. Guest rooms cannot be transferred to another party without advance notification and permission from our reservations specialists. In order to assure privacy and a relaxing atmosphere for our guests, the Inn is closed to people who do not have room or meal reservations. The Inn and its property are for the use of registered guests only. Non-registered guests may join a breakfast or dinner with advance reservations, or arrive to provide transportation for guests. Depending upon the total usage of the Inn, arrangements may be available for visitors with advance notice.

No-Smoking Policy – The Inn is located on a ridge-top deep within a beautiful forest and surrounded by hay fields and grassy meadows. For the safety of our guests, neighbors and wildlife, the entire property is a smoke and tobacco free environment. No smoking is permitted inside or outside the inn. This includes the porches and grounds of the inn. This policy is strictly enforced and a \$500 fee will be charged to the card on file for smoking anywhere on Inn property. Any damages caused by cigarette, cigar, pipe or other device will be charged at the full value of the damaged item. Additional cleaning costs, including lost revenue due to room shut down for extra cleaning will be charged to the guest. So please, do not smoke.

Alcohol – The Inn is not licensed nor insured to serve alcohol. Guests may enjoy their own private bottle of wine in their own guest room. No other form alcohol is permitted on the premises. Consumption of alcohol is not allowed in the common areas or anywhere on the property. Guest violating this policy, or inebriated & disorderly guests will be asked to leave the property and will forfeit all payments.

Illegal substances are not permitted at the Inn. Violation of this policy will result in the proper authorities being notified, guest being asked to leave the property and forfeiture of all monies due for the reservation.

Children – Guests with well-behaved children are welcome at the Inn. Since we cater primarily to couples, and individuals on business or others looking for a respite from the hectic pace of today's world, limited rooms are available for those traveling with children. Rooms may not be available for accommodating children at certain times depending on the total usage of the Inn. Availability to accommodate children at any time is at the discretion of the BMIF staff as a responsibility to all guests. Please inquire at the time of booking your reservation if you are traveling with children.

The Inn & the Farm are not childproof and all children under 18 must be supervised by a parent or chaperoning adult at all times, whether staying overnight or participating in an event. Children must behave in a way as to not disturb the other guests, residents & business functions at the Inn. Children behaving inappropriately will be required to be removed to their rooms. Injuries to children and damages to the Inn or other guests are the complete responsibility of the parent or adult. The Inn does not have high chairs, portable cribs or children's menus.

Pets – We will be happy to assist you in finding an appropriate "Bed & Bone" nearby for your four-legged traveling companion. Although the innkeepers love animals, Butterfly Meadows Inn & Farm does not allow pets on the premises.

Farm Animals & Wildlife - There are also abundant wildlife and farm animals on the farm. Please remember that wild animals are wild and are not safe to approach. We ask that you enjoy the farm animals from the people side of the fences for your safety and that of our animals. Do not enter any barns or animals pens or fields. Please request a special meeting with the innkeepers or staff for a personal encounter. Animals may be photographed but are not to be petted, fed or disturbed.

Quiet Hours - We observe quiet hours at the Inn from 10pm-8am. If you are coming in late or rising early, please be considerate of your fellow guests.

Candles and incense are not to be used in the Inn, no exceptions.

Food Service – Our Culinary Team takes great pride in using the finest and freshest ingredients to create meals which are special events. A full breakfast is served each morning at 9am. Other times may be arranged in advance. A take-along breakfast is available with advanced notice. Lunches, Snack Trays, Dinners and Picnic baskets are available with advanced notice. See our Dining Inn menu for a complete list of available options and pricing. Daily options are subject to availability.

Please inform us of any special dietary restrictions or requirements prior to your arrival. We will make reasonable efforts to accommodate your dietary requests. We are not responsible for any allergic reaction to foods or products used at the Inn. Please let us know in advance if you are sensitive to any foods so that our culinary team can customize your meals to fit your needs.

Dining in Guest Rooms – Please inquire about our specials services for dining and other services available. Dining is permitted in the guest room and will be charged a \$35 setup and cleaning fee. The dining in room fee will be added per occurrence for any food brought in coolers, picnic baskets or carry-out containers into the guest room. Supplies for trash disposal will be provided with the setup. Food remains, containers and trash should be disposed of and not left in the room overnight.

At no additional charge, our porches, seasonally, make ideal spots to enjoy a meal that you bring in with you. You may also inquire about the use of the breakfast room. There is no fee to use these spaces but please clean up after your meal. We will be pleased to provide a trash bag for any remains.

No Kitchen or Laundry Access - There are no kitchen or laundry facilities available to guests. We operate a commercial kitchen and the State Health Dept. does not allow us to offer guest access to our kitchen. This includes all areas and equipment. Please ask if there is something that you need. We are also restricted from allowing guest use of our laundry facilities.

Damages – Guests are responsible for any damages they cause and the credit card on file will be charged. Damage or excess cleaning needed after your departure will be billed automatically to your credit card. This includes damage to furnishings, fixtures, linens or towels that result in the need for excess cleaning, repair or replacement. Please notify BMIF staff immediately if you experience any issues with your accommodations.

Liability Disclaimer - We take your safety and the security of your property very seriously. However, attendance and participation in BMIF events or guest stays, whether paid for or not, is strictly conditional upon your agreement to never assert or make any claim against BMIF, its employees, volunteers or contractors for bodily injury, loss/theft or damage suffered or incurred by you as a result of being on our property or participating in our activities.

Impossible Performance – In the event that BMIF must terminate a reservation due to any condition making it illegal, unsafe or impossible to provide for the use of the facility or services, you will be reimbursed all funds previously submitted and you agree to hold BMIF harmless for the termination. Such events would include, but not exclusively limited to, loss of public utilities, natural disasters, or fire.

Special services – Please contact the Inn prior to arrival to arrange any special service items. Sometimes we can accommodate a last minute request but we would rather not risk your disappointment. It is best to plan ahead.

Miscellaneous: Motor homes, RV's and trailers cannot be accommodated. No exercise equipment may be affixed to any room surface, door, casing or furniture.

Tours: We welcome tours of the facility, especially if you are planning an event or group retreat. Please contact the office to schedule tours during our preferred hours of 11am-3pm. Other times may be available by special request.

Revised 2/2014