

**COVID-19 SAFETY:** The safety and health of our guests and staff is our top priority. Thus, we have implemented new safety standards throughout our property. Including, but not limited to deep sanitized cleaning, social distancing protocols if needed, and contactless self-check-in /check-out options. We also have hand sanitizer throughout the property available to our guests at all times.

**ONSITE STAFF AND PHONE HOURS:** 9:00am - 6:00pm

**AFTERHOURS/EMERGENCY PHONE LINE:** (707)257-2886 extension 3

**CHECK-IN:** After 3:00pm. Early check in Request can be accommodated subject to availability. Check-in Instructions are provided in your confirmation email. The hotel offers self-check-in after 6:00pm.

**CHECK-OUT:** 11:00am. As bookings are pre-paid, there is no formal check out process.

**RESERVATION POLICY:** Payment is required at the time of booking.

**CANCELLATION POLICY:** (Cancellations effect our boutique hotel significantly due to limited rooms)

**Standard Bookings:** 15 days prior to arrival for refund

**Group Bookings/Property Buyouts:** 60 days prior to arrival for refund

**Special Event/Non-Refundable dates:** BottleRock (Thursday, Friday, Saturday, Sunday)

**No credits or refunds on early departures.**

Hotel will retain 3% of total booking for third party credit card processing fee on cancelations.

Reservations are not transferable to any other person(s).

In the case of any catastrophic event, locally or nationally (fire, earthquake, pandemic) and a State of Emergency has been declared, all cancellations within our cancellation policy will be given a credit for a future stay for the amount of the deposit, or for the amount charged (Direct, Booking.com, Expedia, HotelTonight, etc.). No cash refunds.

Payment Processing Fees are non-refundable. If you need to shift your reservation dates, please contact the hotel directly to avoid additional payment processing fees.

**NO-SMOKING POLICY:** This is a non-smoking property. Smoking of any kind is prohibited. A \$500 cleaning surcharge will be imposed to any guests that have smoked with disregard for our policy.

**NO-PETS POLICY:** There are no pets allowed on property. Service dogs are permitted with required documentation.

**CHILDREN:** The property is suitable for adults ages 18 and over

**HOUSEKEEPING:** Daily housekeeping service is provided to each of our guest rooms.

**PARKING:** Complimentary parking is available on a first come basis. ADA-defined van accessible parking is available. Inn on Randolph is not responsible for any theft or damage.

**GUEST RESPONSIBILITY:** While accidents do happen, guests will be financially responsible for damage due to gross negligence.

**HISTORIC BUILDING:** Inn on Randolph is a renovated historic property; therefore, features may differ from room to room. Please view each room description and photos online to select a specific room based on your preferences. Main building does not offer an elevator and guest rooms located on the 2<sup>nd</sup> floor are accessible via stairs.

**ACCESSIBILITY:** We make every effort to be accessible for our guests to enjoy, therefore our property meets requirements of the American with Disabilities Act (ADA). Under the Rooms section of our website, you can find detail on our guestroom accommodations with accessible features. In addition, we offer wheelchair accessible paths of travel on property and accessible parking onsite.

**TERMS & CONDITIONS:** located on reservations page and available to you prior to payment collection.