

# The Bowman House Policies:

## **Pets and children are accommodated!**

**ACCESS:** Exterior doors are open from 6:30 am until 9:00 pm. Please let us know if you will need access outside of those parameters and we are happy to assist.

**BALCONY ON SECOND FLOOR:** There is a limit of 3 people at a time on the balcony. Patrons may use the balcony at their own risk. Pets and children must always be accompanied by the adult patrons.

**BREAKFAST:** Served from 6:30 am to 8:30 am unless prior arrangements are made with the innkeepers. If you have any food allergies, please alert the innkeepers when you make your reservation. Please note that we do prepare all types of foods in our home including nuts, milk, eggs, fish, shellfish and other items that some patrons may have an allergic reaction to. We would like to accommodate any reasonable request but want to make it very clear that we are **NOT** responsible for allergies of any kind. Per the state of Virginia, the City of Waynesboro and Augusta County, we are not required to obtain a permit from the health department to serve food to our guests.

**CANCELLATION:** Advance notice is required for all cancellations. If your cancellation is made within seven (7) days or more prior to your arrival, a full refund will be processed. During our peak and holiday seasons, a fourteen (14) day notice is required in order to obtain a full refund. Cancellations made without the above referenced notice(s) are subject to a charge equal to **50%** of the total room rate including lodging tax.

**CHECK-IN:** 4:00 pm. If you expect to arrive later than 8:00 PM, please make prior arrangements to have entry access.

**CHECK-OUT:** 11:00 am.

**Courtyard:** Area features a fire pit and outdoor heating. The innkeepers will assist with these features and request advance notice if you intend to partake in this atmosphere. We will provide wood for the fire pit and propane for the heating. Absolutely no glass is permitted in the courtyard.

**DAMAGES:** A security deposit in the amount of \$300 per room is due at the time of booking. Our cleaning fees are built into the room rate. However, if the room is left in an unreasonable state, as determined by the owners, an additional fee can be charged against the security deposit. Damage to the property, including but not limited to guest rooms, fixtures, furnishings, equipment, artwork, décor or linens, will result in a charge of 120% of the replacement value or necessary cleaning cost at the owner's discretion. For those who enjoy the enhancements that makeup offers, we provide designated cloths to use for makeup removal. Makeup on the linens may generate a damage charge per our policy.

All security deposits will be refunded promptly.

**ELEVATOR:** Patrons will have their baggage delivered to their rooms by the innkeepers. No patron will be allowed access to the elevator unless it is physically necessary for them to be transported to their rooms by the innkeepers.

**KEYS:** There is a \$25 fee for each key not returned to the innkeepers.

**LIABILITY:** Patrons are responsible for themselves as well as their families, pets and their guests while they reside on our premises. We live in the historical home along with our patrons and realize there are special items and care that go along with an old house. We have installed additional security and safety features to the best of our ability. Patrons should use sound judgment and care during their stay. By signing this document, you agree to indemnify and hold harmless The Bowman House, LLC from and against all losses, claims, suits or other legal liability and legal expenses of any nature imposed upon or brought against them by reason of any act or omission of The Bowman House, LLC in the course of providing the services during your time of residence in our home at 611 South Wayne Avenue, Waynesboro, Virginia, 22980.

**PAYMENT:** Collected at the time of the reservation. Credit card processing fees are passed to the customer.

**PET POLICY:** For the safety of your dog(s) and ours, all dogs must be pre-approved before check-in. Vaccination records are needed as well as a statement on your dog's reactivity to new environments and other animals. Our Pomeranian mix, Ziggy, loves to make new friends! We ask that while we are hosting you and your dog, they are crated and contained when unattended. Dogs are not allowed in the common dining areas. The leash law is strictly enforced when outside of the house. For the comfort and safety of all

guests, we require you to clean up after your animals, both inside and out. Pet owners are fully responsible for any/all pet caused damages. All policies will be enforced and compliance will be noted on our security system.

**ROOM RATES:** Based on Double Occupancy. Virginia and Waynesboro Lodging Tax applies to all guest stays. Meals taxes are charged for Virginia and Waynesboro and are added to each overnight reservation based on a total breakfast charge of \$5.00 (five dollars) per person. If you do not wish to have breakfast, please let us know and we will remove that line item from your invoice.

**SMOKING:** There is absolutely **NO** smoking or vaping of any kind inside our home. Smoking/vaping is allowed in a designated area outdoors only. If any patron or patron's guest(s) does not adhere to this policy, the patron will be charged a minimum of \$500 as a cleaning fee.