

# CANCELLATIONS POLICY

**Trip Insurance (HIGHLY Suggested)**

- *Beyond The Wall Bed and Breakfast LLC may most likely be referred to as "Beyond The Wall" ... "BTW" ... or "B&B" on its website, Facebook Page, verbally over the phone or on premise. In any document originating from its website, Facebook Page or from on premise, or verbally over phone or on premise, these abbreviations and acronyms are to be considered the entity Beyond The Wall Bed and Breakfast LLC*
- *As with all policies, ours are subject to modification at any time. If you have any questions regarding this policy, please ask for clarification or to ensure that you have the most accurate and up to date pertaining information*

## CANCELLATIONS

**Trip Insurance Suggested**

*Michelle And Rock Have Worked Extremely Hard To Create Beyond The Wall. We Must Compete Against Global, Corporate Giants With 80+ Rooms At Each Location And Know That Our Cancellations Policy Is Extremely Fair In Relation To This Fact, The Value, The Vibe ... What You Get Here In Comparison To That Corporate, Cookie Cutter Experience. This Policy Is Absolutely In Line With Local, Comparable Properties*

**We ... Beyond The Wall Bed And Breakfast Do Not Provide "Trip Insurance" But ... We Do Know Who Does ... GOOGLE. Below ... Highly Suggested, Highly Suggested ... Highly Suggested**

- *If You Are Traveling To Or Around Florida During Our Hurricane Seasons ... We Highly Suggest Trip Insurance*
- *If You Have Medical or Health Concerns That Make A Trip Here Or Anywhere An "Iffy" Venture ... We Highly Suggest Trip Insurance*
- *If Your Age Is A Concern To You, Your Family, Your Doctor, In Relation To Traveling, That Making Any Reservation Related To Travel Could Be Problematic ... We Highly Suggest Trip Insurance*
- *If You Are A "Mover And Shaker" ... Super High-Speed, Crazy Busy, Plans Always Fluid And Have A Hard Time Nailing Down Where Or When You'll Be From Day To Day ... Important, Can't Be Bothered With Filling Out Forms Or Reading Emails ... We Highly Suggest Trip Insurance*
- *If You Live In Areas Of The US Where Blizzards Are Common During Certain Months Of The Year And It Could Prevent You From Getting To Florida ... We Highly Suggest Trip Insurance*
- *If You ..... You Get The Idea, So Many More Scenarios ... You Can Determine Your Own Risk*

## **OUR CANCELLATION POLICY – INSIDE OF 30 DAYS**

**Trip Insurance Suggested**

- *There Are No Refunds*
- *Money Will Not Be Returned To You ...*
- *You Are ... And Will Be ... Responsible For All The Beyond The Wall Policies ... That You Agreed To When You Booked, Regardless Of Who You Booked Through ... Regardless Of Why You Cancelled*
- *You Are ... And Will Be ... Responsible For The Cost Of Your Entire Reservation ... That You Agreed To When You Booked, Regardless Of Who You Booked Through ... Regardless Of Why You Cancelled*

**... If ... You Cancel Inside Of Thirty (30) Days (1200 Noon, Local BTW Time, Reservation Day Of Arrival)**

**OTAs = Online Travel Agencies**  
**TAs = Travel Agencies**

**Trip Insurance Suggested**  
**Trip Insurance Suggested**

## **CUSTOMERS VERSUS GUESTS**

Folks That Book With OTAs And TAs Are The Customers Of The OTA Or TA And Potential Guests Of Ours ... Until They Arrive Here At Beyond The Wall. When You Cancel, You Have Not Been Here ... You Are Still The OTA Or TA Customer, But Not Our Guest Yet Until You Arrive Here. It's A Business, The OTAs And TAs Want You To Be Happy And Use Them Again. So Remember ... If You Need To Cancel, Cancel With The Business Who Made A Reservation For You. Please Keep This Real And Accurate Mentality Through This Process ... You Are The Customer Of Someone Who Booked A Reservation For You. You Paid Them To Book A Reservation Here (*Yes, They Charged You, You Just May Not Know It*). You Will Need To Have Them Cancel All Reservations By Contacting Them

## **EMAIL CONFIRMATIONS**

- BTW And Other Booking Agencies (*OTAs And TAs*) Provide An Email Confirmation With Each Reservation
- It Is Your Responsibility To Verify You Received The Confirmation And That It Is Correct
- You Will Be Responsible For The Full Reservation Regardless If You Assert It Is Not Correct With The Booking Agency (*OTA And TAs*)
- It Is Your Responsibility To Ensure The Email Address Provided Is Valid So You Can Receive The Confirmation.
- If You Do Not Receive A Confirmation Within 2 Hours Of The Reservation, You Must Contact The Entity You Booked Through To Verify Your Email Address Is Correct
- *You Are Expected To Take Full Responsibility For Your Entire Reservation*

## **FAILURE**

**Trip Insurance Suggested**

- **Failure To Follow Our Cancellation Policy, Specifically The Procedure And Steps To Cancel Your Reservation May Result In A Minimum \$25 Administrative Fee (*On Top Of Any Cancellations Fees*) For Our Time And Effort In The Matter ... Up To A Maximum Of The Entire Reservation Amount Depending On The Scenarios Plainly Laid Out In Our Policies And Emails. We Say, "May" Above But It's Absolutely Guaranteed If The Phone Rings And We Hear, "Um Yeah, Hello? Um, Yeah ... We'd Like To Um, Cancel ... Um"**

We Have Gone Through And Simulated Bookings To Stay Here Through Most Of The OTAs. There Are Many OTAs But Our Research Has Found That You Are Informed A Minimum Of 3-6 Times ... We Offer No Refunds Before You Get All The Way Through The Booking Process. And, At The Very End, Riiiiiiiight Before You Hit That Last Button To Fully Confirm / Book Your Reservation ... You Are Informed Again ... One Final Time That We Do Not Give Refunds For Cancellations INSIDE Of 30 Days ... It Is A Non-Refundable Reservation INSIDE Of 30 Days. And Finally, After Booking, You Are Sent A Confirmation Email That Now States For The 4<sup>th</sup> -7<sup>th</sup> time That You Just Made A Non-Refundable Booking For Reservations INSIDE Of 30 Days

- **What If I Booked With Expedia?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked With Hotels.Com?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked With Booking.Com?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked With Trivago?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked With Priceline?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked With Kayak?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked Through My Airline Reward Points?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked With One Of Those Places On Tv (I Can't Remember Which One)?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked With Any Online Travel Agency?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked With A Place I Saw On A Flyer At The Bus Stop, Grocery Store Or My Pharmacy (I Can't Remember Which One)?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**
- **What If I Booked With A Place Using My Phone, I Called Them (I Can't Remember Which One)?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through **Trip Insurance Suggested**

- *What If I Booked With **Any** Travel Agency? Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through* **Trip Insurance Suggested**

**DIRECT**

**Trip Insurance Suggested**

- ***What If I Booked Directly On Beyond The Wall Website?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through* **Trip Insurance Suggested**
- ***What If I Directly Called Beyond The Wall To Make My Reservation?** Doesn't Matter, No Refunds Inside 30 Days And You Are .... And Will Be ... Responsible For The Entire Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through*

**WEATHER**

**Trip Insurance Suggested**

- ***What If There May Be A Storm There?** Doesn't Matter* **Trip Insurance**
- ***What If They Are Predicting A Storm There?** Doesn't Matter* **Trip Insurance**
- ***What If There Could Be A Storm There?** Doesn't Matter* **Trip Insurance**
- ***What If There Is A Storm There?** Doesn't Matter* **Trip Insurance**
- ***What If There Is A Storm Here? (My Basement Might Flood)** Doesn't Matter* **Trip Insurance**
- ***What If I Spent 4 Lonely Days In A Brown L.A. Haze?** Doesn't Matter* **Trip Insurance**
- ***What If I Like Pina Coladas, And Getting Caught In The Rain?** Doesn't Matter* **Trip Insurance**

**MEDICAL**

**Trip Insurance Suggested**

- ***What If I Blew Out A Flip Flop, And Stepped On A Pop Top?** Doesn't Matter* **Trip Insurance**
- ***What If My Doctors Says I Shouldn't Fly?** Doesn't Matter* **Trip Insurance**
- ***What If I'm Having An Operation Or Procedure?** Doesn't Matter* **Trip Insurance**
- ***What If I'm Having A Spell Or Episode?** Doesn't Matter* **Trip Insurance**
- ***What If There Is A Flu Or Other Breakout?** Doesn't Matter* **Trip Insurance**

**VINDICTIVE, MEAN, AND / OR BS**

**Trip Insurance Suggested**

- *What If I Tell You I'll Leave A Bad Review If You Don't Give Me A Full Refund? Doesn't Matter*
- *What If I Promise To Stay There Next Year If You Give Us A Full Refund? Doesn't Matter*
- *What If I Say, "We Were Going To Send Friends There, But Not Now?" Doesn't Matter*
- *What If I Cite, "The Customer Is Always Right?" Doesn't Matter*
- *What If I Call My Senator, Congressman, Spiritual Leader Or Life Coach? Doesn't Matter*
- *What If I Hold My Breath And Jump Up And Down? Doesn't Matter*

## **OUR CANCELLATION POLICY – OUTSIDE OF 30 DAYS**

**Trip Insurance Suggested**

- *There May Possibly, Could Be Full, Partial Or No Refunds ...*
- *Money May Possibly, Could Be Returned To You In Full, Partial Or None Amounts ...*
- *Cancellation Fees May Be Applied (Depending On How You Booked) ...(99% Chance) ...*
- *You Are ... And Will Be ... Responsible For The Beyond The Wall Policies You Agreed To When You Booked, Regardless Of Who You Booked Through ... Regardless Of When You Cancelled ...*
- *You Are .... And Will Be ... Responsible For The Reservation You Agreed To When You Booked, Regardless Of Who You Booked Through ... Regardless Of When You Cancelled ...*

**... If ... You Cancel Outside Of Thirty (30) Days (1200 Noon, Local BTW Time, Reservation Day Of Arrival)**

## **FEES - OTAs AND TAs – OUTSIDE OF 30 DAYS CANCELLATION FEES**

*If You Booked Your Stay With An OTA Or TA And NOT Beyond The Wall Directly (Directly Means You Called Beyond The Wall Or Used Beyond The Wall's Actual Website To Book) Then You Must Be Aware Of The Cancellation Policies Of That OTA Or TA (Not Limited To ..... Booking.Com, Expedia, Hotels.Com And All The Dozens Of Other OTAs And TAs) **Concerning Cancellations Outside Of 30 Days***

- **Cancellations, More Than 30 Days Prior To Check In Day, 1200 Noon Local BTW Time**
  - **May Be Penalized A Cancellation Fee Based On How Reservation Was Booked** (See Below)
  - Cancellations Made Directly Through Beyond The Wall, At A Minimum May Be Charged A \$25 Cancellation Fee
    - You Are Expected To Take Full Responsibility For Your Entire Reservation
  - Cancellations Made Through Some OTAs Or TAs, At A Minimum May Be Charged A \$40 Cancellation Fee
    - You Are Expected To Take Responsibility For Your Entire Reservation

## OTAs AND TAs – PUSHY PHONE CALLS TO US

**Trip Insurance Suggested**

### ***Negative, Pushy Calls From OTAs Or TAs Concerning Refunds***

*If You Booked Your Stay With An OTA, Or TA And Not Beyond The Wall Directly And Your OTA Or TA (Not Limited To ... Booking.Com, Expedia, Hotels.Com And Any Of The Others) Calls Us And Asks Us Anything Even Remotely Sounding Like, “Hello, We Have A Customer Here (On The Other Line) That Wants To Cancel And Would Like To Know If You’d Waive Any Cancellation Fees And Give Them A Full Refund?”*

*We Will Simply Answer, “No” ...Politely Hang Up And Immediately Go To Our Computer And Charge A “You Can’t Follow Simple Instructions” Fee Of \$25 To Your Reservation*

*Why? Because You Were Informed 4-6 Times Prior To Your Reservation That It Was A Non-Refundable Reservation And At The Minimum, Fees May Apply (And Now You Are Having Someone Call US About It). Again, Through Several Emails ....You Are Informed That You Have Just Booked A Non-Refundable Reservation And / Or Fees May Apply And Then We Send You An Actual And Dedicated Email With The Procedures On How To Cancel If Needed*

*This Is In Addition To Being Legally Able To Charge The Entire Balance Of The Reservation And Portions Less Than ... You Are Expected To Take Full Responsibility For Your Entire Reservation. Do Not Call Your OTA or TA And Have Them Call Us For You. Our Cancellation Policies Are Firm And We Consider All The Scheming And Negotiating A Huge Waste Of Our Time ... It’s Not Happening*

## **Cancellation Process - YOU BOOKED DIRECTLY WITH BEYOND THE WALL**

To Cancel Your Reservation, You Must Contact The Entity That Created Your Reservation And Have Them Cancel Your Reservation

**Regardless Of Whether You Are Inside Or Outside Of 30 Days**

### **How To Cancel If You Booked Directly With Beyond The Wall**

- **“Booked Directly Through Us” Means That You Have Booked Through Our Website Or Called Us And We Took Your Reservation Over The Phone**
  - **Our Website, Or You Calling BTW** *(Note That You Must Receive Confirmation Via Email That We Have Cancelled Your Reservation. If We Do Not Respond, The Cancellation Process Is Not Complete)*
- **Contact Procedure:** Go To ... <https://www.BeyondTheWallDunedin.Com/Contact-Us>
- Scroll Down Below, Under **“Reason For Contact”** You Can Select ...
  - **“Cancellation”**
- In **“Message”** Section You Can Add Any Pertaining Information
- We Will Then Respond. Remember, If We Do Not Respond Within A Day Or Two, We May Not Have Received Your Email And The Cancellation Process Is Not Complete Until We Have Acknowledged The Request

## **Cancellation Process - YOU BOOKED WITH AN OTA OR TA**

To Cancel Your Reservation, You Must Contact The Entity That Created Your Reservation And Have Them Cancel Your Reservation

**Regardless Of Whether You Are Inside Or Outside Of 30 Days**

### **How To Cancel If You Booked Any Way Other Than Directly With Beyond The Wall**

- **BTW Cannot Cancel Any Reservations That Were Not Booked Directly Through Us**
- **If You Booked Through An OTA Or TA ... You Must Contact Them To Cancel**
  - **You Are Their CUSTOMER, Not Our Guest**
- **Super, Super-Duper Easy ... Simply Find The Confirmation Email That Your OTA Or TA Sent To You And Then Find The Link That They ALL (*EVERY One Of Them*) Puts In The Confirmation Email Referencing "Cancellations" ... Click On It And Start The 30 Second Process To Cancel**
- **DO NOT Call Us Asking Us To Help You Find The Email Or Link Inside The Email That You Received From An OTA Or TA (*What?*)**
- **If You Do It Correctly, BTW Will Immediately Be Sent An Email Confirming Your Cancellation And Then We'll Go From There ... Contacting You, Confirming The Cancellation Was Received From The OTA Or TA And Dealing With Any Monies That May Be Due Back To You**

**Cancellation Via An OTA Or TA Is Not Confirmed Until BTW Is Notified.** *It Is The Guest's Responsibility To Ensure That BTW Is Notified Via Email And BTW Confirms Notification Is Received ... Via Email.* We Will Attempt To Process Any Refund Rated Per This Cancellation Policy Within 48 (Business) Hours Of The Cancellation Notice, To The Best Of Our Ability. Failure To Cancel With The OTA or TA Will Result In BTW Keeping Or Collecting The Entire Reservation Amount



## EARLY DEPARTURES

### EARLY DEPARTURES = SAME AS, “Cancellation Inside Of 30 Days” **Trip Insurance**

- Should You Need To Depart BTW Early, We Expect You To Fulfill Your Reservation Commitment
  - You Are Expected To Take Full Responsibility For Your Entire Reservation
- Refunds Will Not Be Given For Early Departures But In Certain Cases Partial Refunds May Be Granted
  - You Are Expected To Take Full Responsibility For Your Entire Reservation
- Guests That Feel Their Early Departure Rates A Partial Refund Are More Than Welcome To Submit In Writing Via [Contact Us ... www.BeyondTheWallDunedin.Com/Contact-Us/](http://www.BeyondTheWallDunedin.Com/Contact-Us/) (Not In Person, Or Phone Call) Their Case For The Partial Refund. We Try To Be Reasonable And Fair In Our Handling Of These Cases, But Our Decision On Each Case Is The Final Decision
  - You Are Expected To Take Full Responsibility For Your Entire Reservation
- As Well, All Other Cases Pertaining To Partial Refunds, For Any Reason Will Be Submitted To Beyond The Wall, In Writing [Contact Us ... www.BeyondTheWallDunedin.Com/Contact-Us/](http://www.BeyondTheWallDunedin.Com/Contact-Us/) (Not By Texting, Not In Person, Or Phone Call) And We'll Very Seriously Review And Consider Your Request
  - You Are Expected To Take Full Responsibility For Your Entire Reservation
- You Can Send An Email Attached Document To [Contact@Beyondthewalldunedin.Com](mailto:Contact@Beyondthewalldunedin.Com) Or Use USPS To The Address Of Beyond The Wall ... 520 Skinner Blvd, Dunedin, FL 34698
  - You Are Expected To Take Full Responsibility For Your Entire Reservation

## RARE ... CERTAIN RARE CASES

**Trip Insurance Suggested**

- In Certain Cases, BTW May Be Able To Partially Refund Your Reservation, Except The First Night And / Or Deposit, If We Sell The Remaining Days Of Your Reservation That Are Within The Thirty (30) Days Cancellation Policy
  - Please Note That If The Room Or Cottage Sells For Less Than You Paid And We Decide We Are Able To Provide A Partial Refund, You Will Only Be Refunded The Lesser Amount
  - Please Note That If You Booked Through An OTA Or TA, And Additional Reduction Of 15% Is Required To Cover Their Fees Even If BTW Sells All Or Part Of Your Reservation

## **SPECIAL, GROUP AND CUSTOM RESERVATIONS**

**Trip Insurance Suggested**

- Refer To The Negotiated Agreement
- Special Deposit And Cancellation Procedures May Apply For Groups, Wedding Parties And For All Special Events At The Discretion Of Beyond The Wall And / Or As Stated In The Event Agreement

## **CORPORATE CUSTOMERS OF BEYOND THE WALL**

**Trip Insurance Suggested**

- Corporate Customers Need To Refer To The Negotiated Agreement For Cancellation Policies

## **REFUND TIME**

**Trip Insurance Suggested**

- **NOTE:** It May Take Additional Time For Your Financial Institution Or Credit Card Company To Complete The Refund. If You Do Not See A Refund Within 5 Business Days Of The Cancellation, Please Let BTW Staff Know Via Our Contact Form (*Not Phone*) And We Will Verify We Did Our Part In The Process Correctly ... [Contact Us](#) ... [www.BeyondTheWallDunedin.Com/Contact-Us/](http://www.BeyondTheWallDunedin.Com/Contact-Us/) And Then Choose ... **Payments / Cc / Refund / Dispute** As The Reason For Contact. Note: We Do Not Have Staff To Answer Phone Calls On Simple Administrative Tasks So We Ask That You Use The Process And The Simple Contact Form We Have Created

## **DISPUTES, CHARGES, CREDIT CARD COMPANIES**

**Trip Insurance Suggested**

- See Our Full “Disputes Policy”
- <https://BeyondTheWallDunedin.Com/Wp-Content/Uploads/Policy-Disputes.Pdf>