

# RESERVATIONS POLICY

- *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*

**We Require That The Primary Guest (BOOKER) Be 25 To Make Reservations... And They MUST Stay At Beyond The Wall For The Entire Reservation, Not Check Folks In (Their 17 Year Old, Younger Brother And His Girlfriend), Then Leave Or Stay For Some Of The Nights .....Blah, Blah, Blah**

*(Policy Update And Age Raised To 25, Special Thanks To Ashley...Dunedin, FL Age 22, Her First And Last Stay At Beyond The Wall For The Hell She Caused....March 2019)*

***UNDER THE AGE OF 25? ... If You Are Under The Age Of 25, Do Not Book A Room Here Until You Have Had A Phone Interview With Rock. If You Disregard This, We Will Have You Leave With No Refund***

*It's No Big Deal, A Few Math Story Problems And A Short Essay On "Why Do You Want To Stay Here?" You Really Need To "Chat" With Some Of Your Peers ... We've Had Some Bad Luck And Major Headaches From Too Many Folks Between 18 and 25. Want To Stay? Easy ... **Let's Talk***

- **Persons Under The Age Of 13 Are Not Allowed To Stay At Beyond The Wall**
- *We're Just Not Interested In Any More "Incidents"*
- *Ask Us, We Love Telling The Horror Stories*

- **Persons Under The Age Of 18 Are Not Allowed To Stay In Our Main Building**
    - *Persons between 13 years of age and 18 years of age must stay in one of our cottages (With At Least One Adult Stay In The Room With The Minor)*
    - *ADULT = Person 18 Years Or Older (This May Be Congenially Negotiated Based On Multiple Factors. Final Decisions By BTW, Are Just That ...Final Decisions)*
    - *MINOR = Person Under The Age of 18*
    - *BOOKER = Person 25 Year Or Older That Books A Reservation At BTW. To Make A Reservation At BTW, Booker Must Be 25 Years Or Older*
    - *COMBINATION – No Matter The Combination Of Folks And Ages Staying At BTW, There MUST ALWAYS BE A Person At Least 25 Years Old Staying At The Property When Anyone In Their Booked Party is Under The Age of 25*
- *RESPONSIBILITY – Booker Assumes All Responsibility For Persons In Their Booked Party*

## **RATES**

- Our rates are based on season and **DOUBLE OCCUPANCY (It means TWO persons)**, with no dogs and/or extra bed set up in cottages, or any other additional item or service. They may change at any time at our sole discretion. Current Sales and Lodging taxes apply to all rates. Rates posted on the website are current or typical rates and may not apply to all dates based on Special Events or availability. Promotional offers and other types of discounts may be advertised occasionally. Special Event rates are coordinated directly with Beyond The Wall and will not be reflected in the current or typical rates when reserving via the website
- Obviously beyond our control, but from time to time local, state and federal entities may change their current tax rates, or add a new tax. In these cases, we must change the appropriate rates. In quoted situations, or reservations, this may change a price but we will have documentation to prove the rate increases

## PAYMENTS

- We Accept These Credit Cards: Visa, Master Card, Discover And AMEX
  - Cash Payments For Rooms Will Not Be Accepted
- **EXCEPTION:** Corporate Checks May Be Accepted For Special Events On A Case-By-Case Basis. Checks Must Clear The Bank Prior To The Event
- **DEPOSITS:** ... For All Reservations Are Collected At Booking At A Minimum Rate Of 50% Of First Nights Stay To A Maximum Rate Of 50% Of Entire Reservation
- **DEPOSITS RATE:** ... Is Determined By The Travel Season, Risk To Beyond The Wall And Other Factors, And OTA And TA Policies ... And May Change At Any Time Without Notice
- **BALANCE COLLECTION:** ... Of Your Reservation May Be Collected, Charged To Your Booking / Deposit Credit Card At Any Time After The Reservation Is Made Up To The Date Of Check In, Depending On Your Booking Entity Policies
  - It Is Your Responsibility To Be Knowledgeable Of The Collection Policies Of Your Booking Entity
- **CHARGES:** ... Additional Fair, Reasonable And / Or Earned Charges, Fees And / Or Deposits May Apply And Be Collected Prior To, Upon Arrival To The Property, And At Any Time During Your Stay Or After Departure, That You May Dispute With Your Credit Card Company At Any Time. BUT, We'd Recommend Seeing Our Full Dispute Policy Before You Do. Full Dispute Policy ([HERE](#))

## TAX EXEMPT

- Tax Exempt will be provided upon valid proof of tax exemption status (i.e. Active Duty military status on government business, or non-profits). Guests will be required to fill out a tax exemption form that will be filed with the appropriate agency, or provide their tax exemption certificate

## DISCOUNTS

- We decided day one that we can only support and discount so many entities. That decision came out to be Veterans and First Responders
- YES, we do discount a few “corporate” persons who frequently stay, and mid-week .....valued and prudent, yes?
- United States Veterans with proof of duty (DD-214), Active Duty, Guard, Reserves and Coast Guard with identification are eligible for a discounted rate. If status cannot be verified, then the room rate will be raised to the current rate being offered the day of arrival. If BTW is offering rates below the local government per diem rates, a veterans discount may not apply (*Basically, no discounts on rooms that are already “On Sale”*). Please note that a limited amount of rooms will be eligible for this discount and may not always be available, regardless of standard or sale rates
- **EXCEPTION:** If a Special Event is scheduled, all rooms included in the Special Event will be eligible for the discount as long as status can be verified
  - However, if the Special Event pricing is lower than the current local government per diem rate, an additional veteran discount will not apply

## SPECIAL EVENTS

- Special Events are coordinated directly with the Beyond The Wall Special Events Coordinators. The Special Event Coordinators will develop a package event and/or room rate for you and will provide the written agreement for the terms and conditions of the event. Deposits may be required and refund eligibility will be stated in the event agreement. Please see the Special Events Coordinator contact information on the website ([HERE](#))

## **GALLERY CONFERENCE ROOM**

- Please see our dedicated Gallery Conference Room Policy ([HERE](#))
- The Gallery Conference Room must be booked through a BTW Special Events Coordinator ([HERE](#))

## **OCCUPANCY** (Michelle and Rock have worked extremely hard to create “Beyond The Wall”)

- **ADDITIONAL GUESTS:**
  - **Additional guest is any additional person over our standard occupancy of TWO (2) persons per room**
  - Unless compensated at our “RATE FOR ADDITIONAL GUESTS” Beyond The Wall will consider this inaction “Theft of Service” and will take appropriate action to be fully compensated
  
- **ROOM TARIFFS AND CAPACITY:**
  - All Cottage rooms have a maximum capacity of four (4) persons, however the Cottage room rates are based on an occupancy of two (2). Please note that the accommodations are optimized for an occupancy of two (2) so additional bed and / or sleeping arrangements will be available for occupancy levels above two (2). Note that if the cottage occupancy is two (2) and an extra bed is requested, additional charges apply.

- Additional options must be coordinated at the time of reservation, or shortly thereafter or they may not be available upon arrival
  - All Main Building rooms have a maximum capacity of two (2) persons, except the Mardi Gras room with a capacity of four (4) persons with two (2) double beds
  
- **RATE FOR ADDITIONAL BED (Cottages, Two Persons, Each Wanting Own Bed)**
  - An extra bed will generate a one-time \$20 fee
  
- **RATE FOR ADDITIONAL GUESTS:**
  - **Additional guests, regardless of age, will generate a \$40 per person, per night fee**
  
- **RATE FOR DOGS:**
  - EACH Dog will generate a “Per Night Fee” and a refundable “Deposit”
  - Dogs fee are absolutely NOT included in the listed price for any room

## **GROUP RESERVATIONS**

- Due to our small, home-like environment, and to ensure the comfort and enjoyment of all guests, we have special policies regarding group reservations
- Group reservations are treated like a Special Event in that the rates will need to be coordinated with the Special Events Coordinator prior to making the reservation. Coordination fees may apply
- Group reservations are limited to a minimum of 4 rooms at the appropriate occupancy level, except in the case of full-property rentals
- All group reservations of 4 or more rooms will be reviewed by management prior to official confirmation. Therefore, reservation requests submitted online for 4 or more rooms, or individual online reservation requests that constitute a group reservation of 4 or more rooms, are considered unconfirmed requests until personally confirmed by BTW Staff via email

- Before booking online, please contact us at the Special Events Reservations Page ([HERE](#)) regarding your group's stay so that we can mutually determine if Beyond The Wall Bed and Breakfast is a good fit for you and your group and to figure out pricing

## **FULLY PROPERTY RENTAL**

- Full Property Rentals are treated as a Special Event and will need to be coordinated directly with the Special Events Coordinator. Coordination and Facility Fees may apply
- For Full Property Rentals, a maximum of 36 guests are allowed
  - Cottages can accommodate 4 persons (with 2 guests utilizing a second bed)
  - All rooms in the Main House can accommodate 2 persons, with the exception of the Mardi Gras Room which can accommodate 4 persons
- Please contact us regarding your group's Full Property Rental ([HERE](#)) so that we can mutually determine if Beyond The Wall Bed and Breakfast is a good fit for you and your group and to figure out pricing
- **NOTE:** The Gallery Conference Room is a separate charge related to “Full Property Rentals”

## **EXTENDED STAY (Staying Longer than 21 Days)**

- Stays longer than 21 days are considered a Special Event and are required to be coordinated through the Special Events Coordinator. ([HERE](#)) Coordination fees may apply
- Stays longer than 21 days cannot be reserved more than 120 days from the date of arrival
- While a stay longer than 21 days may be planned, all reservations will be no longer than 21 day increments. Follow on reservations may be made but will be evaluated 4 or more days prior to the end of the current reservation period. Follow-on reservations may be cancelled at the owners' discretion
- Long term stays will require a deposit that is the cost of the first week and they will be billed on a weekly basis, the day prior to the follow-on week

- Please note that lodging at Beyond The Wall is not a seasonal, long-term rental so you are not authorized to receive mail at BTW property

### **EXTENDING YOUR STAY (Staying an Extra Day or Two)**

- Extension of stay would be provided on current room rates, subject to availability
- Current room rates can be different from the rates at which the rooms were booked

### **MAIL AND PACKAGES**

- Without prior approval, guests may not receive mail or packages at Beyond The Wall. There are several reasons for this. Please respect and abide by this and know that we can “talk about it” if you approach us congenially, prior to the mailing / shipping