

The Loft at Solana Policies

To enhance your experience at The Loft in Excelsior Springs, Missouri, please familiarize yourself with the following guidelines and policies prior to your stay:

Privacy: We respect your privacy and will not share any personal information with anyone.

Communications: Savanna Nave, the Innkeeper, does not live on site. Check in time, changes or any other commutations prior to your arrival or during your stay are very important to us. Please keep Savanna's number handy for calling and texting. It is 816-885-2029.

Arrival and departure: Check-In is 4pm. Please notify us if you plan on arriving after 6pm. Check out 11am

Payment and Cancellations: We know circumstances arise that can be out of a guest's control requiring the cancellation of a reservation. However, as a small business, cancellations have a significant impact on us and the services we are able to provide. Therefore, we cannot make exceptions to the cancellation policies.

- To receive a full refund, guests must cancel at least 30 days before check-in
- If they cancel between 7 and 30 days before check-in, you'll be paid 50% for all nights
- If they cancel less than 7 days before check-in, you'll be paid 100% for all nights
- Guests can also receive a full refund if they cancel within 48 hours of booking, if the cancellation occurs at least 14 days before check-in

Guest Suite Restrictions: For your safety and the safety of others, no open flames of any kind are allowed. Open flames of any kind (candle, incense, etc.) are strictly prohibited from use in any room. Please no fresh flower petals on the floor or beds. Flower petals stain fine linens, carpet and upholstery. Guests will be charged full price for any damage, required cleaning, or replacement of items in the suite that may be necessary. The loft is a private facility and is for the exclusive use of our overnight guests. If guests would like to have a visitor, it must be pre-arranged with the innkeepers. The Loft is intended for use of guests only and is not to be used as a gathering place.

Parking: We have a large parking lot to the East of the building for you to use. We regret that we cannot be held responsible for the security of your vehicle.

Children & Pets: We love children of all ages and welcome them into The Loft! Please just be respectful of the decorative items during your stay. We are pet lovers but unfortunately unable to offer pet accommodations.

Smoking: The Loft is a smoke free home. Smoking is strictly prohibited inside of the home. Smoking is allowed on the sidewalks outside of the building. Should a guest break our non-smoking rule, a surcharge will be assessed to the registered guest. This surcharge ranges from a minimum of \$300 up to \$500 depending on what is necessary to restore the room to its original smoke free condition. If the room must be taken out of availability in order to deodorize and recondition it, we will also charge, in addition to the aforementioned costs, the standard room rental for that room for every night it is out of service.

Maximum occupants per room: Nightly rates are based on the number of beds in use. The Loft sleeps up to ten (10) guests. Our guests never share The Loft with strangers. This is a whole house rental. Bedroom occupancy is a maximum of two (2) persons.