



## **THE INN AT ZACA CREEK LODGING POLICIES**

**Zaca Creek is an exclusive property where every guest reservation is both important and special to us. Please read the information below for our standard policies. By receiving this set of policies, either through email or by physically receiving it at your time of check-in, The Guest assumes responsibility for the policies detailed below and it is assumed that The Guest has read and fully understands all policies contained within the document.**

### **CANCELLATION POLICY**

For our Standard Rates: If your travel plans change and you must cancel your reservation, please EMAIL US AT RESERVATIONS@ZACA-CREEK.COM at least 5 (five) days\* prior to your arrival date to cancel your reservation less a \$35 processing fee per room. Cancellation requests must be made by email, no phone requests will be taken.

In the unlikely event that you must cancel with less than five (5) days\* notice, shorten your stay or check out early, please understand that we must ask you to take responsibility for your entire reservation. We will take every step to find a preferable date to reschedule your stay. In the event that we cannot reschedule, we regretfully would have to charge you for your full stay.

Rates/policies are subject to change and vary during high impact periods and special requests.

\*A 30-day cancellation notice is required on whole house bookings and for some holidays and special events.

### **CHECK-IN**

Check-in is available at The Tavern, our On-Site Restaurant. It is located on the north-end of the same building as The Inn. Please enter through the front gates and into The Tavern. When booking through our website and through Third-Party sites, we will require confirmation of identification as well as a valid credit card to be placed on file for any room incidentals.

### **SECURITY DEPOSIT**

For Credit Cards, a \$200 deposit will be issued to your credit card for any incidentals procured during the duration of your stay. Upon departure, this amount, minus any fees and charges, will be refunded to your account. Please allow 3-7 business days for this return to be reflected to your account.

If paying by debit card, a \$300 deposit will be placed on your card upon arrival. This will be returned to your account once checked out if no damages or incidentals are to be charged. Please allow 3-7 business days for this to change to reflect in your account.

For Cash Payments, a \$500 deposit will be placed on a valid credit card upon arrival for any incidentals. Same rules apply for return of deposit.



For any assistance, staff will be on site at the following times: 2:00 PM - 10:00 PM Thursday-Monday. For Tuesday and Wednesday, 2pm-8pm or if arriving outside of check-in times, please email us at [make arrangements at reservations@zaca-creek.com](mailto:reservations@zaca-creek.com) . Holidays and special events may impact times of availability.

#### **CHECK-OUT**

Check-out: 11:00 AM. If you require a later check-out, we will institute a late check-out fee of \$50 after 1130am to accommodate any additional time our cleaning staff has to wait for your room to clear. To check-out, simply email [reservations@zaca-creek.com](mailto:reservations@zaca-creek.com) or call (805)688-2412 to let us know of this fact. No physical check-out is required. If a receipt for your stay is needed, please email us your request.

#### **NON-SMOKING ESTABLISHMENT**

Zaca Creek is a non-smoking property. Absolutely No Smoking Inside. A \$500 cleaning fee will be assessed to the credit card on file should we find evidence of smoking inside the room. This includes any flammable materials, including but not limited to incense, candles, and any other ignitable and perfumed materials.

#### **PET POLICY**

Zaca Creek is a pet-friendly location for small and medium-sized dogs, and we would love to have your four-legged friends join us, provided that they are house-trained and the quiet type. Please alert us ahead of time before your arrival if you will be bringing a dog.

There is a \$50 pet fee for your first dog, \$25 for the second, for the duration of your stay.

Only two pets per guestroom please, and they may not be left alone in the suites for any duration of time. We will provide a pet agreement to be signed upon first arrival. We request that only well-behaved dogs may be allowed into the Tavern Patio space (no dogs allowed inside Tavern unless covered by ADA Service Animal Requirements) so as to not interfere with other patrons or those who may have allergies. Pets must be leashed or held at all times when utilizing the grounds of Zaca Creek.

If we do find evidence of a pet staying with you and this fact was not disclosed at the time of check-in, the full amount of our pet fee will be deducted from your security deposit.

Service Animals, as defined by the ADA, are exempt from fees by law, but they must still abide by all rules and requirements for pets during their stay. Emotional Support animals are not covered by this exemption and will be charged the full pet fee.



### **ADA POLICIES**

In addition to all Service Animal needs, we accommodate guests with special ADA requirements in Suite 2 and have ample room in The Tavern for dining guests with ADA requirements. If you require an ADA-compliant suite, please contact The Inn prior to arrival.

### **GIFT CERTIFICATE POLICIES**

Gift certificates must be presented at check-in along with a valid driver's license. Gift certificates are transferable. Any remaining amount on gift certificates can be used at a later day up to the expiration date. Gift certificates cannot be redeemed for cash.

### **THE FALLS and POOL AREA POLICY**

As part of your stay, we invite you to take advantage of our outdoor pool area, The Falls. Located behind the Buellhouse, you will find a gate that leads into our pool and cabana area. Please remember that you are a guest of ours, and while we take great pleasure in the opportunity for you to enjoy the area, we reserve the right to remove that ability at our discretion. Please be mindful of our neighbors, so no loud music or noise. Cut-off time for usage is 10pm. No exceptions. With each room booking, a maximum of 4 additional guests is allowed per room.

### **GLASS USAGE AT THE FALLS**

Absolutely no glass is to be used at The Falls. Failure to adhere to this warning will result in removal from The Falls and a full charge for pool-cleaning fees. You will find plastic toss-ware in your room. If you require more, please let us know by emailing us at [reservations@zaca-creek.com](mailto:reservations@zaca-creek.com).

### **GUEST USAGE AT THE FALLS**

With each suite reservation, we allow up to 4 guests. Occasionally, special events may be taking place at The Falls that would preclude you from accessing the area, which we will give advance notice of. No Special Events (parties, gatherings, etc.) will be allowed at The Falls with outside guests not staying at The Inn without prior permission and notice. No lifeguard is on duty at The Falls, and the area must be left in the condition it was in before your use. Absolutely no glass may be used at The Falls.

### **ADDITIONAL RESTRICTIONS**

With each suite reservation, we do not allow any usage of candles, non-scented or scented, along with any incense or other aromatics. Use of any materials we deem to have had a deleterious effect on the rooms will result in a room cleaning fee, to be determined by Zaca Creek based on severity. This includes vaping.

*Policies may change at the discretion of Zaca Creek. Please contact us for more information or for any clarification.*