

# **The 1927 Lake Lure Inn & Spa**

## **Hotel Guest Policies**

### **Pool & Restaurant**

Due to weddings or events, the pool may not be open all day. Please call 828-625-2525 for special pool hours. Discounts are not given when the pool is not available. The Veranda Restaurant and Moose & Goose Lounge are closed Sunday evenings, Mondays, and Tuesdays.

### **Check-in / Check-out**

Check-in time is 3:00pm and check-out time is 11:00am. Occasionally we are able to accommodate later check outs no later than 12:30pm depending on availability. If we are able to accommodate any requests exceeding 12:30pm, the guest will incur a half day rate charge with access to the room until 5 pm.

### **Cancellations**

Our standard cancellation policy is 48 hours from date and time of arrival. If you need to cancel or make changes to your reservation, we must be contacted 48 hours prior to the check-in time of 3:00pm. Cancellations made after the cancellation period will be charged the full rate for a one night stay. If you decide to shorten your stay within the 48 hour cancellation period, a \$25.00 administration fee will be incurred. "No Shows" will be charged a one night rate excluding taxes. The hotel is not responsible for weather conditions and no refunds will be made if the weather changes during your stay.

### **Smoking**

We are a non-smoking hotel. A \$150.00 cleaning fee will be assessed if smoking occurs in your room.

### **Children and Teens**

Children and teens must be attended by a parent or adult guardian at all times.

### **Pets**

We are a pet friendly hotel. A fee of \$25.00 per pet, per night, applies. Pet friendly rooms are based upon availability. Please contact Guest Services for further details and rules. If making your reservation online, please be sure to list the number of pets under our "Special Requests" section. Your cooperation in adhering to the pet rules will ensure that we are able to continue to operate as a pet friendly property and that we can offer a pleasant stay for all our guests. Pets need to be leashed at all times when walking around the property and must be crated while you are away from your room.

### **Rates**

Rates do not include sales and occupancy tax. Rates are subject to change without prior notification. Weekend rates apply on all holidays.

### **Miscellaneous**

Rollaway beds, refrigerators, and microwaves are available for a fee of \$10.00 each, per stay. Any items left in a room(s) will be held in our Lost and Found Department, located in the Housekeeping Department, for 30 days. You may call 828.625.2525, Ext.115 to report or inquire about a lost item. We ship items standard US Mail. Overnight shipping or shipping insurance costs will be the responsibility of the guest.