



## TALUS ROCK RETREAT POLICIES

**General:** Facility is equipped with air conditioning, hydronically heated floors and high-speed wireless internet. Adequate parking exists.

**Check-in / Check-out:** Check-in is at 4:00 pm. Check-out is at 12:00 pm. Your keys and welcome packet will be ready for you upon your arrival at Talus Rock. Please call 208-255-8458 if you have difficulty finding Talus Rock, your keys, or in the case of an emergency.

**Cancellation & Deposit Policies:** All reservations are held with a credit card. Our cancellation and deposit requirements are stringent - see below.

Please be sure you completely understand and agree to these policies before making a reservation as a deposit of 50% of the total reservation amount is required for booking and is subject to strict cancellations policies as outlined in Policies A and B.

### **Cancellation Policy A - Lodging 1-2 nights**

*A deposit of 50% of the total reservation amount is required for booking.*

If cancellation occurs...

- 7 days or more before your arrival date, then 50% of your deposit will be refunded.
- Inside 7 days of arrival your credit card will be charged for the entire amount of booking.
- During high season (Holidays, Holiday weekends and Special Sandpoint Events, such as Lost in the 50's, Winter Carnival, Oktoberfest, and the months of January, June, July, August and December) cancellations made within 15 days are non-refundable, your credit card will be charged in full. Due to high wedding and total house rental opportunities forgone, if you reserve any Friday, Saturday or Sunday night during high season (as defined above), cancellations made within 100 days will be considered non-refundable; credit card will be charged for entire amount of booking.

### **Cancellation Policy B - Group Lodging (15+ guests) and/or Individual Lodging (3+ nights)**

*A deposit of 50% of the total reservation amount is required for booking.*

NOTE: Group lodging consisting of 15 or more guests will also be subject to both the Damage and Cleaning Deposit Policies.

If cancellation occurs...

- 30 days or more before arrival date, 50% of your deposit will be refunded.
- Inside 30 days of arrival your credit card will be charged for the entire amount of booking.
- During high season (Holidays, Holiday weekends and Special Sandpoint Events, such as Lost in the 50's, Winter Carnival, Oktoberfest, and the months of January, June, July, August and December) cancellations made within 100 days of arrival are non-refundable; credit card will be charged for entire amount of booking.



**Cleaning Deposit Policy** (15+ guests):

- Reservations for a group of 15 or more guests will require a refundable cleaning deposit of \$500 to be applied at the rate of \$30/hour. A credit card will be kept on account and charged accordingly should any damage occur to facility, grounds, or furnishings.

**Damage Deposit Policy** (15+ guests):

- Primary Lodging Guest is responsible for property and others guests for the entire time Talus Rock Retreat is under rental agreement. In addition to the Cleaning Deposit, there will be a \$2,000 deposit for damage, theft and excessive cleaning. A credit card will be kept on account and charged accordingly should damage or to facility, grounds, fixtures or furnishings be in excess of required Damage Deposit. Primary Lodging Guest is responsible for any and all damages that exceed Damage Deposit on account.

**Alcohol Policy:** Guests are permitted to bring and serve their own alcoholic beverages. Group lodging consisting of 15+ guests are subject to a \$50 premise fee.

**Catering Policy:** Catering services are available through Talus Rock Retreat Preferred Caterers at no additional charge; however, there will be a 10% surcharge on all final catering invoicing due to the necessity of coordination and supervision of all caterers outside of Talus Rock Retreat Preferred Caterers.

**Clean-up:** Talus Rock Retreat has been rented under the assumption that the property (and its belongings) will remain in the manner in which it was found. Trash and rubbish must to be removed after use. Primary Lodging Guest is subject to the above Cleaning & Damage Deposit Policies.

**Smoking:** Talus Rock Retreat is a smoke-free facility. Any and all smoking must be done at least 15 feet from the facility. Please properly dispose of any and all smoking materials in provided ashtrays.

**Housekeeping:** Clean towels, a change of sheets, and bathroom cleaning are included after the 3rd night's stay in the Syringa Suite, Arbor Room and the Nooma Room. Entire-facility cleaning, bedding, and towel changes are included after every 15th night's stay. Additional housekeeping can be arranged more frequently, subject to additional fees. Please request rates.

**Pets:** There will be a \$20 per pet per night fee. All pets must be 40 lbs or less. To maintain the peace, we ask that any barking, whining, chewing or scratching pets please remain at home.

**Other:** A non-profit discount is available. Holiday rates and restrictions apply. If you have any questions about rates, restrictions, and availability, please call 208-255-8458 or email [info@sandpointretreat.com](mailto:info@sandpointretreat.com).