

WELCOME HOME SUNNY SIDE COTTAGE

To enhance your experience at Sunny Side Cottages 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 of your personal information with anyone.

Communications:

Gary and Kim, the Innkeepers, do not live on-site. Check-in time, changes or any other communications prior to your arrival or during your stay are very important to us. Please keep the Inn's number handy for calling and texting us. It is 816-868-8383.

Your Arrival & Departure:

- Check-in: 4:00 pm – 6:00 pm

For arrivals before 4:00 pm – most special accommodations can be made with advance notice. Please notify us if you plan on arriving after 6:00 pm.

- Check-out: 11:00 am

Payment and Cancellations:

Because we are a small inn to confirm your reservation, guests are responsible for full payment of their reservation. Use our convenient online PayPal for your reservation payment at time of booking!

We understand that 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.

- Cancellations from the time the reservation is made up to eight (8) days prior to the date of your reservation are subject to a \$25 handling fee.
- Cancellations with notice of seven (7) days or less prior to the date of your reservation results in a 50% charge of the room rate for all dates cancelled.
- Same day cancellations and "no-show" reservations will be charged at 100% of the room rate for all dates cancelled.
- If the room is rebooked with another guest, the 50% or 100% charge will be reduced to a \$25 handling fee. Please note that rescheduling your stay constitutes a cancellation.

Guest Suite Restrictions:

• You are free to enjoy our battery operated flicker flame candles. 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.
- Our rooms at the Inn are decorated in designer fabrics, delicate collectibles and one-of-a-kind items. Guests will be charged full price for any damage, required cleaning, or replacement that may be necessary.
- The cottage 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 cottage is intended for use of guests only and is not to be used as a gathering place.

Parking:

There is off street parking. Motorcyclists can call ahead and arrange for secured garage parking on site. We regret that we cannot be responsible for the security of your vehicle.

Children & Pets:

We love children of all ages, but given the historical nature of the cottage, our home is not set up for most children under the age of 12. The cottage is decorated in designer fabrics, delicate collectibles and one-of-a-kind items. If you are traveling with a child younger than 12, please call 816-868-8383 to discuss with the innkeeper.

We are sorry, we love pets but we are unable to offer pet accommodations.

Smoking:

Sunny Side Cottage is a smoke free home. Smoking is strictly prohibited inside of the home. Smoking is allowed outside on the front porch and in the backyard seating area. 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 cottage sleeps up to six (6) guests. Our guests never share the cottage with strangers. This is a whole house rental. Bedroom occupancy is a maximum of 2 persons.