



## Terms and Conditions

### **Check In & Check Out Times:**

Regular check-in time is at 3 pm. If guests need to check in before 3 they are welcome to at 50% of the daily rate.

Check out time is at 11:00 am. If guests request to stay past 1 pm, then 50% of the daily rate will be charged as well.

### **Deposits & Payments:**

One night of the stay must be paid at the time the reservation is made.

### **Pet Policy:**

One dog (no other kind of animal) is allowed per room in rooms 1, 2 & 3, if you let us know at the time of booking. There is a welcome package for all dogs that stay at Zillah Lakes Inn along with a dog bed to sleep in. There is a non-refundable dog visiting fee of \$35/night to be paid at the time of booking.

### **Child Policy:**

Children 12 and older are welcome, within the occupancy limits for the room.

### **Smoking and Damages:**

Zillah Lakes Inn is a non-smoking property. Evidence of smoking, candles burned in room or wax found will result in a minimum fee of \$50. Similarly, a fee of \$100 will be charged if there are damages to the unit and/or its furnishings.

### **Cancellation Policy**

If your plans change after your reservation is confirmed, cancellation notice is required 7 days in advance of your arrival date. You will be refunded your deposit, minus a \$25 cancellation fee.

If you cancel your reservation 7 days or less prior to arrival date, you are responsible for the deposit of your reservation (one night's stay), unless the room(s) re-book. If rooms do re-book, you will be refunded the difference, minus a \$25 cancellation fee.

The cancellation fee also applies to changes in your arrival/departure date which result in a shorter stay. No refunds are provided for late arrivals or early departures.