

Our Policy

- ❖ Please review our rates and policies before making reservations.
- ❖ You must be 21 years of age to reserve a guest room/event.
- ❖ *Hidden Oasis Bed & Breakfast* reserves the right to refuse guests or services.
- ❖ Our rates are based on double (2 guests) and family occupancy (5 guests). An extra charge of \$35 per night will be charged for additional guests beyond a room's capacity or occupancy.
- ❖ Our rates are subject to change without notice. Rates do not include applicable taxes or gratuity.
- ❖ Reservations/deposits may be made online at this website or by calling 843-617-0509 or 843-615-5830 and are confirmed at booking. A confirmation email will be sent to the email address provided during the booking process on our secure booking site.
- ❖ Reservations/deposits are secured by a credit card only when deposits are paid. Account balance is due at check-in.
- ❖ **Check-in:** 3:00 p.m. (Please call to make late check-in arrangements.)
- ❖ **Check-out:** 1:00 p.m. (After this time, a charge of a day's stay will be charged to your credit card)
- ❖ **Pets**—No pets allowed.
- ❖ **Smoking**—We are a non-smoking/tobacco-free facility. Violators will incur a \$250 fine. Smoking is, however, allowed outside in designated areas.
- ❖ For the safety of all guests, no candles are to be lit in rooms. A minimum \$100 cleaning fee will be assessed if candles or wax residue are found in the room upon departure.
- ❖ We use white linen/wash cloths. If we find that there is make-up or any of stubborn debris in either, there will be a charge of \$15 for each item.
- ❖ **Parking**—Our guests should secure their vehicles while on our property. *Hidden Oasis Bed & Breakfast* will not be held responsible for any damages or missing content.
- ❖ **Pool use**—Our guests are welcome to enjoy the use of our swimming pool. Please keep in mind that there is no life guard on duty and *Hidden Oasis Bed & Breakfast* will not be responsible for any damages, accidents or deaths caused.

Cancellation Policy

- ❖ All cancellations and reservation changes must be confirmed via phone at 843-617-0509 or 843-615-5830.

- ❖ **Single night reservations** will be charged the full amount at the time of booking. If cancelled within 14 days prior to the date of arrival, the reservation is non-refundable.
- ❖ Reservations for **two nights or more** that are cancelled or changed within 14 days prior to the date of arrival will be charged the full amount of the folio charges.
- ❖ Reservations made for high demand periods, such as, holidays, conferences, graduations, reunions, & etc. are subject to our cancellation policy. A %50 non-refundable deposit or at least one-night's stay is required at the time of booking. If cancellation occurs within (30) days of check-in or event, the full cost of the reservation/event may be charged. (*Hidden Oasis Bed & Breakfast* reserves the right to define high demand periods.)
- ❖ All reservations cancelled within 48 hours of check-in or no-shows may be charged for the full reservation cost if room is not re-booked.
- ❖ Early check-outs will be charged as a cancellation.

Events

- ❖ A signed contract and date hold deposit in the amount of one-half of the venue rental must be received to reserve the date and time of your event.
- ❖ A %50 deposit is required to hold group reservations. Payment in full is required at least (14 days) prior to your event.
- ❖ There will be a %20 gratuity charge divided among *Hidden Oasis Bed & Breakfast* staff who prepare for, support and clean up during and after events.
- ❖ No decorations can be affixed to the walls, floors or ceilings with nails, staples, tape or anything which may damage walls, floors, or ceilings.
- ❖ *Hidden Oasis Bed & Breakfast* is surrounded by family neighborhoods. We reserve the right to regulate volume after 9:00 p.m.
- ❖ All events including cleanup must end by 11:00 p.m.
- ❖ We do not restrict the use of any caterer, however, a meeting is required prior to the day of event to outline catering guidelines.
- ❖ Guests who have not reserved rooms, but wish to have an outside event will not have use of the inside. Should there be a need to use the inside of the house, (which is limited to the bathroom, kitchen area, and great room) there is an additional charge of \$65 per hour.
- ❖ Guests that wish to have an outside event may have access to tables and chairs.

Damages to Property

- ❖ *Hidden Oasis Bed & Breakfast* guests must pay a damage/missing property charge of \$100.00 at least (14 days) prior to their event, which will be refunded within ten (10 days) after the event, depending on findings.

- ❖ *Hidden Oasis Bed & Breakfast* reserve the right to charge an individual guest or lead guests for the cost of rectifying damage which has been caused by the deliberate, negligent or reckless acts of guests to our property or structure. If such damage is discovered during the stay or event, it will be drawn to the guests attention. If discovered after guests have departed, then we reserve the right to make a charge to the guests credit/debit card, or send an invoice for the costs for payment to the registered address. We will, however, make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore, will make every effort to keep any costs that guests would incur to a minimum. So, do ensure credit card details are taken and notice is provided that if a group is booking, the lead guest accepts liability on behalf of the whole group for loss or damage. In the event of substantial damage occurring, then to minimize the risk of disputes arising later, (dated) photos before any cleaning, clearing or repairs will be carried out. If the guests have left before damage is discovered, a telephone call will be made giving notice of the issues and actions/costs to rectify. The fact will be recorded in an email if the guests does not dispute damages. If there is a dispute, photos will be emailed and guests will be put on notice of ongoing costs, such as, of not being able to rent a room.

- ❖ *Hidden Oasis Bed & Breakfast* have a legal duty to mitigate against the amount of (non-trivial) losses to give those responsible an opportunity to respond to the claim before action is taken to rectify damage. Such efforts are likely to be looked upon favorably by the courts rather than large sums being incurred in rectification without prior warning. If for any reason payment is not forthcoming, we can claim the costs through the County Court's small claims procedure if under £10,000. However, if we decide on engaging solicitors to act for us, only in exceptional circumstances, will

solicitors costs be recoverable if liability is established, just the amount of the court fees. As mentioned above, contemporaneous photos will be viewed as good evidence if the nature and extent of damage is disputed in court. Further, if the damage was malicious or reckless, then this could amount to criminal damage and the police can be involved. The police will inspect the damage and then decide if it merits taking formal action against the guests or if the issue of warnings is more appropriate.

Breakfast

- ❖ At *Hidden Oasis Bed & Breakfast*, breakfast is more than just a cup of coffee and a muffin on your way out the door; it is a truly indulgent experience. By planning two and three course breakfasts that vary from day to day, we make your morning easy. The only thing left to decide is whether you want regular or decaf! It is our intent to spoil you while you are our guest and what better way than with breakfast? After all, breakfast is half of our name!
- ❖ Breakfast is available for overnight guests only and is included in their room rate.
- ❖ Breakfast is served each morning between 9:00 a.m-10:30 a.m.
- ❖ Dietary Restrictions—we require a seven-day advance notice to accommodate dietary restrictions.