



MAGNOLIA INN LODGING TERMS AND CONDITIONS

Effective Date: November 1, 2025

By booking with The Magnolia Inn, you agree to the following terms and conditions.

1. Reservations & Payment

- All reservations require a valid credit card to secure the booking.
 - Rooms are required to be paid in full upon booking.
 - Accepted payment methods include major credit cards and digital payments.
 - All rates are subject to applicable taxes and fees as required by state and local laws.
 - Special promotions, packages, or discounts cannot be combined unless specified.
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2. Credit Card Hold for Incidental Damages:

- A \$200 credit card pre-authorization hold will be placed 48 hours prior to check-in to cover potential incidental damages or excessive cleaning needs. This is not a charge and will be automatically released within 48 hours of checkout, pending room inspection. Guests will be notified before any portion of the hold is retained.
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3. Mini Bar Charges:

- Charges for consumed mini bar items will be automatically applied to the guest's credit card on file upon checkout. Guests are encouraged to review their in-room mini bar inventory and pricing menu prior to departure to ensure accuracy.
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4. Cancellation & Refund Policy

- Full Refund: Cancel 7 or more days before arrival for a 100% refund.
 - Partial Refund: Cancel between 2 and 6 days before arrival for a 50% refund.
 - No Refund: Cancel within 48 hours of arrival or if you do not show up, and the booking is non-refundable.
 - Early Departures: Unused nights are non-refundable
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5. Check-in & Check-out

- Check-in time: 3:00 PM
 - Check-out time: 10:30 AM
 - Early check-in and late check-out may be available upon request and subject to additional fees.
 - Guests must present a valid government-issued ID upon check-in.
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6. Guest Responsibilities

- Guests are responsible for maintaining the condition of their room and common areas.
 - Any damages or excessive cleaning required will be charged to the guest's credit card on file. Any such charges may be deducted from the pre-authorization hold described in the payment policy.
 - Mini bar items or in-room amenities that are missing or damaged will also be billed to the guest's credit card on file.
 - The inn is a smoke-free property. Smoking inside rooms or common areas will result in a \$250 cleaning fee. Designated smoking areas are available outside.
 - No illegal activities, excessive noise, or disruptive behavior will be tolerated.
 - Noise ordinances must be followed from 10:00 PM to 7:00 AM.
 - Guests are provided with designated makeup towels in each room. Any damage to white towels from sunless tanner, makeup, or other staining products will result in a replacement charge.
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7. Occupancy Limits

- Each room has a designated maximum occupancy limit, as indicated at the time of booking.
- Only registered guests are permitted to stay overnight.

- Visitors must be approved by inn management and are not allowed to stay past designated hours.
 - Rollout beds are available upon request. The inn does not provide cribs or small accommodations for young children.
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8. Pet Policy

- In order to preserve the historic nature of the property, pets are not allowed onsite.
 - Service animals are always welcome, in compliance with ADA regulations.
 - Guests must notify the inn in advance if bringing a service animal.
 - Any damages caused by service animals will be the guest's responsibility.
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9. Parking Policy

- Complimentary parking for one vehicle per reservation is available in our private lot, with access from Smith Street.
 - Additional street parking is available nearby.
 - Guests are responsible for maintaining the condition of their room and common areas.
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10. Alcohol & Drug Policy

- Outside alcohol is permitted in guest rooms but not in public or common areas unless authorized by management.
 - The inn reserves the right to refuse service to any guest displaying disruptive or intoxicated behavior.
 - Illegal drug use on the premises is strictly prohibited and will result in immediate eviction.
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11. Amenities & Guest Services

- Each room includes high-quality bedding, complimentary high-speed Wi-Fi, a flat-screen TV, independent climate control, coffee and tea station, mini-fridge with bottled water and refreshments, a seating area, desk, and ensuite bathroom with high-quality toiletries and plush bathrobes.
 - Additional toiletries (dental kits, razors, sewing kits) are available upon request.
 - Guests have access to common areas, including the library and outdoor spaces. Parlors may be restricted during private events.
 - Mini Bar Policy: Select rooms include in-room mini bars stocked with refreshments and snacks for guest convenience. Pricing is listed on the in-room menu. All consumed items will be recorded by staff and billed to the guest's credit card on file. Any unrecorded or missing items may be charged accordingly after checkout.
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12. Dining & Breakfast

- Breakfast is made to order daily and includes fresh pastries, cereals, fruit, yogurt, and seasonal offerings.
 - Breakfast is exclusive to overnight guests and is not open to the public.
 - Dietary restrictions and allergies can be accommodated with advance notice.
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13. Event & Special Requests

- The Magnolia Inn is available for private events, including tea parties, weddings, and special gatherings.
 - Special arrangements, such as flowers, champagne, chocolate-dipped strawberries, and rose petals, are available upon request with advance notice.
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14. Liability Disclaimer

- The Magnolia Inn is not responsible for lost, stolen, or damaged personal belongings.
 - Guests are encouraged to use in-room safes where available.
 - The use of any amenities, including common areas, is at the guest's own risk.
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15. Force Majeure Clause

- The inn is not liable for cancellations due to unforeseen events such as natural disasters, power outages, or government-mandated restrictions.
 - In such cases, rescheduling may be offered at management's discretion.
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16. Dispute Resolution

- Any disputes arising from a stay at The Magnolia Inn will first be addressed through direct communication with management.
 - If an agreement cannot be reached, disputes may be resolved through mediation or arbitration in accordance with local laws.
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17. Gift Cards

- Gift cards issued by The Magnolia Inn are valid only toward overnight lodging booked directly with the inn and may not be used for events, venue rentals, afternoon tea, brunch, retail purchases, or any non-lodging services.
 - Gift cards purchased during promotional periods are valid for future reservations only and cannot be applied to existing bookings, past stays, or dates already reserved at the time of purchase.
 - Promotional gift cards may not be used to rebook the same dates or stay at a discounted rate if a reservation is canceled.
 - Gift cards may not be combined with other discounts, promotions, or special offers unless otherwise stated.
 - Gift cards are not redeemable for cash or credit, cannot be used to purchase additional gift cards, and are nonrefundable.
 - Lost, stolen, or damaged gift cards will not be replaced.
 - Promotional value expires 12 months from the date of purchase. The paid value (if any) does not expire.
 - Reservations made using a gift card are subject to standard availability and cancellation policies.
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18. Travel Protection

- Travel Protection is an optional, guest-purchased service offered through ResNexus. The Magnolia Inn does not administer, approve, or deny Travel Protection claims. All claims, reimbursements, and eligibility determinations are handled directly by ResNexus in accordance with their terms and conditions.
 - Travel Protection does not modify or override The Magnolia Inn's standard cancellation policy. Guests who do not purchase Travel Protection remain subject to the published cancellation terms.
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By completing a booking at The Magnolia Inn, guests acknowledge and agree to abide by these terms and conditions. The inn reserves the right to amend these policies at any time.