



MAGNOLIA INN LODGING TERMS AND CONDITIONS

Effective Date: August 15, 2026

These Lodging Terms & Conditions apply to standard individual lodging reservations at The Magnolia Inn.

By completing a reservation, the guest acknowledges and agrees to these Terms, together with any rate-specific, package-specific, promotional, or other booking terms presented during the reservation process.

Group Lodging, Entire Inn Bookings, Wedding Weekends, events, and other specialized or contracted reservations may be governed by separate terms, policies, or agreements.

1. RESERVATIONS & PAYMENT

A valid approved payment method is required to secure a reservation unless another payment arrangement has been specifically authorized.

Payment requirements may vary according to:

- Rate
- Package
- Promotion
- Booking channel
- Reservation type
- Other applicable booking terms

Standard lodging reservations may require payment in full at booking.

When a reservation is subject to a different deposit or payment schedule, the terms presented at booking govern.

All rates are subject to applicable taxes and fees.

Approved promotions, packages, and discounts may not be combined unless specifically stated.

2. PAYMENT METHOD & CARD ON FILE

The Magnolia Inn may require a valid payment method to remain securely on file for the duration of the reservation and stay.

By providing a payment method and completing the reservation, the guest authorizes The Magnolia Inn to process charges properly due under the reservation or otherwise authorized by the guest.

These may include:

- Lodging
- Approved add-ons and enhancements
- Mini-bar or incidental purchases
- Damage
- Missing Inn property

- Extraordinary cleaning
- Other authorized charges

Payment information is processed only through approved secure systems.

Guests should not send complete credit or debit card information by ordinary email or text message.

3. INCIDENTAL AUTHORIZATION

The Magnolia Inn may place a **\$200 credit card preauthorization** before or during the stay to secure potential incidental obligations.

A preauthorization is not itself a charge.

It may secure amounts related to:

- Damage
- Missing property
- Extraordinary cleaning
- Unpaid incidentals
- Other authorized post-stay charges

Unused authorized funds will be released according to the payment processor and card issuer's procedures.

The Magnolia Inn cannot guarantee how quickly a guest's financial institution will release an authorization.

4. CANCELLATION & RESCHEDULING

Standard lodging reservations are governed by The Magnolia Inn's **Standard Lodging Cancellation & Rescheduling Policy** applicable to the reservation.

For standard lodging:

A reservation may be canceled for a full refund of eligible lodging payments when the cancellation request is received before 4:00 PM Eastern Time seven days prior to the scheduled arrival date.

At 4:00 PM Eastern Time exactly seven days before arrival, the reservation enters the nonrefundable period.

Once the reservation enters the nonrefundable period:

- Lodging payments are nonrefundable
- No-shows are nonrefundable
- Nights missed because of late arrival are nonrefundable
- Unused nights resulting from early departure are nonrefundable
- Date changes are not guaranteed

The complete **Standard Lodging Cancellation & Rescheduling Policy** governs detailed cancellation, refund, rescheduling, Travel Protection, weather, add-on, and other cancellation-related procedures.

5. RESCHEDULING

Requests to change reservation dates before the applicable cancellation deadline are subject to availability.

New dates are subject to:

- Rates in effect for the new dates
- Room availability
- Minimum-stay requirements
- Package or promotional restrictions
- Other applicable booking conditions

The original room, rate, package, promotion, or other booking benefit is not guaranteed.

If the new reservation costs more, the guest is responsible for the difference.

Once a reservation has entered the nonrefundable period, date changes require management approval and are not guaranteed.

Approved late changes may be subject to a rescheduling fee and additional terms.

A reservation may not be moved for the purpose of avoiding or resetting the cancellation policy.

6. REFUNDS

Refunds are issued only when permitted by:

- The applicable cancellation policy
- Rate or package terms
- Booking-specific terms
- An approved management exception
- Other applicable agreement or policy

Eligible lodging refunds will generally be returned through the appropriate original payment method.

Applicable taxes associated with refunded lodging charges will be adjusted as appropriate.

Ordinary payment-processing costs associated with an otherwise eligible standard lodging refund will be absorbed by The Magnolia Inn unless different terms were disclosed for the reservation.

The Magnolia Inn cannot guarantee when a bank, card issuer, or financial institution will post a processed refund.

7. NO-SHOWS, LATE ARRIVALS & EARLY DEPARTURES

A guest who fails to arrive for a confirmed reservation without completing an applicable cancellation may be treated as a no-show.

No-show reservations are nonrefundable.

Guests anticipating a significantly delayed arrival should notify The Magnolia Inn.

Nights missed because of late arrival are nonrefundable.

Guests who depart before their scheduled checkout date remain responsible for the reservation as booked.

Unused nights are nonrefundable.

8. MAXIMUM LENGTH OF STAY

Standard lodging reservations are limited to a maximum of **10 consecutive nights** unless management specifically approves another arrangement.

Reservations may not be divided or otherwise structured for the purpose of circumventing the maximum-stay limitation.

9. CHECK-IN & CHECK-OUT

Standard Check-In: 4:00 PM

Standard Check-Out: 10:30 AM

Early check-in and late checkout may be available by advance request.

These services are:

- Subject to availability
- Not guaranteed unless confirmed
- Subject to applicable fees
- Subject to any separate cancellation terms disclosed when purchased

Guests may be required to present valid government-issued identification at check-in.

10. OCCUPANCY & REGISTERED GUESTS

Each room has an established maximum occupancy.

Only registered guests may stay overnight.

The guest responsible for the reservation is responsible for ensuring:

- The registered guest count is accurate
- Maximum occupancy is not exceeded
- Additional overnight guests are approved where required
- Applicable additional-guest or rollaway charges are paid

Unauthorized overnight occupancy may result in additional charges or termination of the stay.

11. CHILDREN & ROLLAWAY BEDS

Children are welcome when accompanied by a registered adult.

The Magnolia Inn does not provide:

- Cribs
- Bassinets
- Other infant equipment

Rollaway beds may be available in approved guest rooms and are subject to:

- Room occupancy limits
- Availability
- Advance request
- Applicable fees

Availability of a rollaway should not be assumed unless confirmed.

This replaces the older wording that broadly stated rollout beds were available and that the Inn did not provide accommodations for young children.

12. VISITORS, GATHERINGS & EVENTS

A standard lodging reservation does **not** authorize the guest to host:

- Parties
- Receptions
- Showers
- Meetings
- Organized gatherings
- Professional or commercial photo sessions
- Vendor activity
- Other events or commercial uses of the property

Daytime visitors are subject to management approval and applicable property rules.

Visitors may not stay overnight unless properly registered as overnight guests.

Guests interested in hosting an event or organized gathering must make separate arrangements with The Magnolia Inn.

13. GUEST CONDUCT & QUIET HOURS

Guests are expected to use the Inn in a manner consistent with a private boutique lodging environment.

The following are prohibited:

- Illegal activity
- Threatening or unsafe conduct
- Harassment
- Excessive noise
- Significant disruption
- Property damage
- Unauthorized gatherings
- Conduct materially affecting other guests or the property

Standard lodging quiet hours are **10:00 PM to 7:00 AM**.

The current Terms already establish these quiet hours and prohibit disruptive conduct.

14. SMOKING & VAPING

The Magnolia Inn is a smoke-free indoor property.

Smoking and vaping are prohibited inside guest rooms and indoor common areas.

Unauthorized indoor smoking or vaping may result in a **\$250 cleaning fee**, plus any additional reasonable documented cost required to restore the affected room or area.

15. PETS & SERVICE ANIMALS

Pets are not permitted under standard lodging reservations unless specifically authorized under another applicable policy.

Service animals are accommodated in accordance with applicable law.

Guests are encouraged to notify the Inn in advance when reasonably possible so appropriate arrangements can be made.

Guests remain responsible for damage caused by an animal to the extent permitted by law.

The existing Terms likewise prohibit pets while allowing service animals.

16. PARKING

Complimentary onsite parking is available for registered overnight guests, subject to available space.

Standard lodging reservations are generally limited to **one vehicle per reservation** unless another arrangement has been approved.

Additional public or street parking may be available nearby.

The Magnolia Inn does not guarantee availability of public or street parking.

17. ALCOHOL & PROHIBITED SUBSTANCES

Outside alcohol may be consumed only as permitted by applicable law and The Magnolia Inn's current policies.

For standard lodging reservations, outside alcohol is generally limited to the guest's room unless management authorizes another arrangement.

Alcohol consumption must remain consistent with a residential boutique lodging environment.

Illegal drug use is prohibited.

The Magnolia Inn may intervene or require a guest to leave when intoxicated, disruptive, unlawful, or unsafe conduct materially affects the Inn, its guests, or staff.

18. DAMAGES, MISSING ITEMS & EXTRAORDINARY CLEANING

Guests are responsible for damage caused by themselves or members of their party to:

- Guest rooms
- Furnishings
- Fixtures
- Linens
- Amenities
- Common areas
- Other Inn property

Guests may also be responsible for:

- Missing Inn property
- Damaged amenities
- Extraordinary cleaning
- Restoration costs
- Other reasonable documented losses associated with the stay

Applicable charges may be processed using the authorized payment method on file.

Charges are based on reasonable documented costs and are not intended to be punitive.

19. LINENS & GUEST-ROOM PROPERTY

Guests are asked to use designated makeup towels and other provided items appropriately.

Excessive staining, damage, loss, or removal of:

- Linens
- Towels
- Bathrobes
- Furnishings
- Décor
- Amenities
- Other Inn property

may result in reasonable replacement, restoration, or cleaning charges.

20. MINI-BAR & INCIDENTAL PURCHASES

Select rooms may contain refreshments, snacks, or other items available for purchase.

Current pricing will be displayed in the applicable guest-room information.

Consumed, removed, or otherwise purchased items may be charged to the authorized payment method on file.

Guests should notify the Inn promptly if they believe an incidental charge is incorrect.

This consolidates the two separate mini-bar provisions that currently appear in the May 2026 Terms.

21. BREAKFAST

Breakfast is included with standard overnight lodging unless a particular rate or reservation states otherwise.

Breakfast is intended for registered overnight guests unless another arrangement has been approved.

Dietary requests may be accommodated when operationally possible with advance notice.

The Magnolia Inn cannot guarantee that every dietary preference or request can be accommodated.

22. ROOM AMENITIES

Guest-room amenities and features vary by room.

Guests should rely on the current room description associated with the accommodation they reserve for room-specific features.

Amenities, furnishings, equipment, décor, and other room features may occasionally be replaced, updated, or modified.

The Magnolia Inn will make reasonable efforts to provide the accommodation and material room features represented at the time of booking.

This is intentionally less specific than the existing Terms, which contractually list a large set of amenities for every room.

23. COMMON AREAS

Registered overnight guests may use designated guest common areas during their stay, subject to normal property operations.

Certain common areas may occasionally be unavailable or restricted because of:

- Private use
- Maintenance
- Safety
- Operational requirements
- Other approved activities

A standard lodging reservation does not provide exclusive use of The Magnolia Inn or its common areas.

24. PROPERTY ACCESS

The Magnolia Inn retains the right to access, inspect, maintain, manage, and control guest and common areas when reasonably necessary to:

- Protect guests
- Protect the property
- Perform maintenance
- Respond to emergencies
- Enforce applicable policies
- Support normal operations

Where practical, guest privacy will be respected when access to an occupied room is necessary.

25. ADD-ONS, ENHANCEMENTS & VENDOR-PROVIDED ITEMS

Optional add-ons and enhancements may be purchased separately and may have their own cancellation or refund terms.

Cancellation of the lodging reservation does **not automatically make associated add-ons refundable**.

Fresh, Made-to-Order & Vendor-Provided Items

Flowers, cakes, charcuterie, specialty food items, custom products, and similar fresh, made-to-order, or vendor-provided items may generally be canceled for a refund until **48 hours before scheduled delivery or setup**.

However, an item becomes nonrefundable earlier when it has already been:

- Ordered from a vendor
- Purchased specifically for the guest
- Prepared
- Customized
- Personalized
- Delivered
- Otherwise made a nonrecoverable expense to The Magnolia Inn

Prepared, Curated & Personalized Items

Gift baskets, boxed chocolates, handwritten cards, personalized items, and similar prepared or curated enhancements may generally be canceled until **48 hours before scheduled delivery or setup**, provided guest-specific preparation has not already begun.

A personalized item becomes nonrefundable once preparation or personalization has begun.

Service-Based Add-Ons

Service-based enhancements may generally be canceled until **24 hours before the scheduled service**, unless different terms were disclosed at purchase.

Services canceled within 24 hours are nonrefundable.

Unopened & Resalable Items

Eligible unopened, unused, nonpersonalized items may be refundable when they can reasonably be returned to inventory without loss, subject to applicable law and product-specific restrictions.

Vendor Requirements

An outside vendor's cancellation terms may become binding before The Magnolia Inn's standard add-on deadline.

Once an order has been placed or the Inn has incurred a nonrecoverable financial obligation, the corresponding amount may become nonrefundable.

26. SPECIAL REQUESTS

Special requests are not guaranteed unless confirmed by The Magnolia Inn.

These may include:

- Room preferences
- Early check-in
- Late checkout
- Dietary requests
- Accessibility-related requests
- Add-ons
- Floral arrangements
- Celebration enhancements
- Other guest services

Certain requests may involve additional charges or separate cancellation terms.

27. TRAVEL PROTECTION

Optional third-party **Travel Protection** may be offered during booking to provide guests with an opportunity to protect their reservation against unexpected circumstances.

Travel Protection is administered according to the applicable provider's terms, which may include:

- Eligibility requirements
- Covered circumstances
- Exclusions
- Documentation requirements
- Claim deadlines
- Reimbursement limits

The Magnolia Inn does not administer Travel Protection claims, determine claim eligibility, or guarantee reimbursement.

Guests are responsible for reviewing the applicable Travel Protection terms and deciding whether to retain or remove Travel Protection during booking.

Declining, removing, or not purchasing Travel Protection does not change The Magnolia Inn's cancellation terms.

When requested, The Magnolia Inn will provide reasonable reservation documentation to assist a guest with a claim.

The existing Terms already appropriately separate third-party Travel Protection from the Inn's own cancellation policy.

28. GIFT CARDS

Gift cards are governed by The Magnolia Inn's separate **Gift Card Terms & Conditions**.

Reservations paid in whole or in part by gift card remain subject to:

- Availability
- Applicable lodging terms
- Cancellation terms
- Rate restrictions
- Other booking conditions

Cancellation of a reservation paid with a gift card does not automatically create a right to a cash refund.

Any eligible restoration or credit of gift-card value will be handled according to the applicable Gift Card Terms & Conditions.

This replaces the lengthy gift-card provisions currently embedded directly in the Lodging Terms.

29. PERSONAL PROPERTY & LOST ITEMS

Guests are responsible for safeguarding their personal belongings.

The Magnolia Inn is not responsible for loss, theft, or damage to personal property except to the extent responsibility is imposed by applicable law.

Guests should report missing items promptly.

Recovered property will be handled according to the Inn's current Lost & Found procedures.

30. SAFETY & PROPERTY USE

Guests should exercise reasonable care while using:

- Stairs
- Porches
- Gardens
- Outdoor areas
- Furnishings
- Fixtures
- Other property features

Unsafe conditions, damage, or maintenance concerns should be reported promptly.

Nothing in these Terms is intended to waive any right or responsibility that cannot lawfully be waived.

31. INN-INITIATED CANCELLATION OR INTERRUPTION

If The Magnolia Inn is unable to provide a confirmed accommodation because of a:

- Property emergency
- Safety issue
- Significant maintenance failure
- Operational closure
- Other circumstance preventing the Inn from providing the reserved accommodation

management will determine an appropriate resolution.

Depending on the circumstances, this may include:

- Refund
- Rescheduling
- Future stay credit
- Assistance locating alternate accommodations
- Another reasonable resolution

A reservation the Inn is unable to honor will not be treated as though the guest voluntarily canceled.

32. FORCE MAJEURE

The Magnolia Inn will not be responsible for delay or failure in performance caused by circumstances beyond its reasonable control, subject to applicable law.

These may include:

- Severe weather
- Natural disasters
- Utility interruption
- Government action
- Public emergencies
- Labor disruptions
- Transportation interruptions
- Other extraordinary events beyond reasonable control

When such an event materially prevents The Magnolia Inn from providing the reserved accommodation, management will determine the appropriate response based on the circumstances and applicable reservation terms.

33. TERMINATION OF STAY

The Magnolia Inn may require a guest or visitor to leave the property when reasonably necessary because of:

- Illegal activity
- Threatening or unsafe behavior
- Serious disruption
- Repeated material policy violations
- Property damage
- Unauthorized occupancy

- Unauthorized gatherings or events
- Other material violations of these Terms

Any refund eligibility will depend on the circumstances, applicable reservation terms, and applicable law.

34. LIABILITY

The Magnolia Inn is not responsible for loss, injury, delay, interruption, or damage except to the extent responsibility is imposed by applicable law.

Guests are expected to exercise reasonable care while on the property.

Nothing in these Terms is intended to exclude, limit, or waive liability where doing so would be prohibited by law.

35. DISPUTES

Guests are encouraged to bring concerns promptly to management so The Magnolia Inn has an opportunity to address them.

Any unresolved dispute will be handled according to applicable law and any enforceable dispute-resolution terms agreed to by the parties.

I would **not retain the old one-line mediation/arbitration language** unless counsel provides a properly drafted dispute-resolution provision. The existing document simply says unresolved matters may proceed to mediation or arbitration without defining the mechanism.

36. THIRD-PARTY & OTA RESERVATIONS

Reservations made through an online travel agency or other third-party platform may be subject to additional or different:

- Rate terms
- Cancellation provisions
- Modification requirements
- Payment arrangements
- Refund procedures

When booking-specific third-party terms apply, those terms govern the applicable issue.

Guests may be required to contact the original booking platform to modify or cancel their reservation.

37. SPECIALIZED RESERVATIONS

These Lodging Terms & Conditions are intended for **standard individual lodging reservations**.

Separate or additional terms may govern:

- Group Lodging
- Entire Inn Bookings
- Wedding Weekends
- Events
- Contracted packages
- Other specialized reservations

Those reservations may have different:

- Payment schedules
- Cancellation policies
- Rescheduling provisions
- Occupancy arrangements
- Visitor privileges
- Property-use rules
- Agreements and policies

Guests should refer to the documents provided for their specific reservation.

38. POLICY HIERARCHY

When these Lodging Terms conflict with a more specific term applicable to the guest's:

- Rate
- Package
- Promotion
- Third-party reservation
- Specialized reservation
- Separate signed agreement

the **more specific booking term controls with respect to that conflict.**

This replaces the existing provision stating that the “most restrictive policy applies.”

39. CHANGES TO TERMS

The Magnolia Inn may revise its policies and terms from time to time.

Material policy changes will generally apply prospectively.

Reservations remain subject to the material booking terms applicable and accepted when the reservation was made unless:

- The parties agree otherwise, or
- Applicable law requires otherwise

The Effective Date identifies the current version of these Terms.

40. ACCEPTANCE

By completing a reservation, the guest acknowledges that they have reviewed and agree to:

- These Lodging Terms & Conditions
- The applicable cancellation and rescheduling terms
- Applicable rate or package terms
- Applicable payment obligations
- Applicable property policies
- Other booking-specific terms presented during the reservation process

Guests are responsible for reviewing their confirmation and notifying The Magnolia Inn promptly if reservation information appears incorrect.

RELATED GUEST-FACING POLICIES

The following separate documents should be linked wherever these Terms are published electronically:

- **Standard Lodging Cancellation & Rescheduling Policy**
- **Gift Card Terms & Conditions**
- Any separately maintained accessibility, privacy, or other material guest-facing policy applicable to lodging

EFFECTIVE DATE

Effective Date: August 15, 2026

These Terms apply to qualifying reservations made on or after the Effective Date.

Reservations made before the Effective Date remain subject to the material terms accepted when they were booked unless otherwise agreed or required by law.