



THE MAGNOLIA INN STANDARD CANCELLATION AND RESCHEDULING POLICY

Effective Date: August 18, 2026

PURPOSE

We understand that plans can change. Because The Magnolia Inn is a small seven-room property and late cancellations leave us with limited opportunity to rebook accommodation, the following cancellation and rescheduling terms apply to standard lodging reservations.

Optional Travel Protection is offered during booking to provide guests with an opportunity to protect their reservation against unexpected circumstances.

1. STANDARD CANCELLATION POLICY

Cancellation Deadline

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

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

Cancellation Cutoff Table

Scheduled Arrival Day	Deadline to Cancel for Refund
Monday	Previous Monday before 4:00 PM ET
Tuesday	Previous Tuesday before 4:00 PM ET
Wednesday	Previous Wednesday before 4:00 PM ET
Thursday	Previous Thursday before 4:00 PM ET
Friday	Previous Friday before 4:00 PM ET
Saturday	Previous Saturday before 4:00 PM ET
Sunday	Previous Sunday before 4:00 PM ET

Example: For a reservation arriving Saturday, the cancellation request must be received **before 4:00 PM ET on the preceding Saturday** to qualify for a refund.

At 4:00 PM ET on the preceding Saturday, the reservation becomes nonrefundable.

2. CANCELLATIONS BEFORE THE DEADLINE

Reservations canceled before the applicable 4:00 PM ET cancellation deadline are eligible for a **100% refund of eligible lodging payments made to The Magnolia Inn.**

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

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

Add-ons, enhancements, vendor-provided items, packages, and other purchases may be subject to separate cancellation terms as described below.

3. CANCELLATIONS AFTER THE DEADLINE

Once a reservation enters the nonrefundable period, **all lodging payments associated with the reservation are nonrefundable.**

This applies to the reservation as booked, including multi-night stays.

The Magnolia Inn does not automatically provide partial refunds for unused nights simply because some nights of a multi-night reservation fall more than seven days after the cancellation request.

4. HOW CANCELLATION BECOMES EFFECTIVE

A cancellation is effective when the request is **received and recorded by The Magnolia Inn or successfully completed through the authorized booking channel.**

Guests should not assume that an unsuccessful attempt to contact the Inn constitutes a completed cancellation.

The Magnolia Inn will provide confirmation when a cancellation has been completed. Guests should retain their cancellation confirmation for their records.

Reservations made through an online travel agency or other third-party booking platform may be required to be canceled through that platform.

5. RESCHEDULING BEFORE THE CANCELLATION DEADLINE

Requests to change reservation dates before the reservation enters the nonrefundable period may be accommodated subject to availability.

Approved changes are subject to:

- Current rates for the new dates
- Room availability
- Minimum-stay requirements
- Package or promotional restrictions
- Applicable rate differences
- Other booking conditions

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

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

6. LATE RESCHEDULING

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

At management's discretion, The Magnolia Inn may permit a **one-time late rescheduling** in lieu of cancellation and forfeiture of the reservation.

Approved late date changes may be subject to:

- A rescheduling fee
- Current rates for the new dates
- Availability
- Minimum-stay requirements
- Package or promotional restrictions
- Additional booking conditions

A late rescheduling is a discretionary accommodation and is not guaranteed.

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

Any lodging value transferred through an approved late rescheduling may remain nonrefundable and subject to additional terms established at the time the accommodation is approved.

7. NO-SHOWS

Guests who do not arrive for a confirmed reservation and have not completed an applicable cancellation are considered **no-shows**.

No-show reservations are nonrefundable.

Guests anticipating a late arrival should contact The Magnolia Inn as soon as possible.

Failure to arrive on the scheduled arrival date without notifying the Inn may result in cancellation of the remaining reservation when appropriate.

8. LATE ARRIVALS & EARLY DEPARTURES

Guests remain responsible for the reservation as booked.

Nights missed because of a late arrival are nonrefundable.

Guests who arrive but choose to depart before their scheduled checkout date remain responsible for the unused portion of the reservation.

Unused nights are nonrefundable.

9. MULTI-NIGHT & EXTENDED STAYS

The Standard Lodging Cancellation Policy applies to the reservation as a whole, including multi-night reservations.

The Magnolia Inn accepts standard lodging reservations of up to **10 consecutive nights**.

If a multi-night reservation is canceled after entering the nonrefundable period, the **full reservation is nonrefundable**. Refund eligibility is not calculated separately for each individual night.

Because the financial commitment associated with a longer stay may be significant, guests booking extended stays are particularly encouraged to review the Travel Protection options available during booking.

10. ILLNESS, EMERGENCIES & UNEXPECTED CIRCUMSTANCES

The Magnolia Inn's cancellation policy is generally based on **when the cancellation occurs rather than the reason for cancellation**.

Illness, injury, family emergencies, work obligations, transportation difficulties, vehicle problems, changes in personal plans, and other unexpected circumstances do not automatically waive the applicable cancellation terms.

Optional Travel Protection is offered during booking to provide guests with an opportunity to protect their reservation against unexpected circumstances.

Management may consider extraordinary circumstances individually; however, an exception, refund, credit, or rescheduling accommodation is not guaranteed.

11. WEATHER & TRAVEL DISRUPTIONS

Weather forecasts, rain, snow, storms, road conditions, flight cancellations or delays, vehicle problems, and other travel disruptions do not automatically make a reservation refundable when The Magnolia Inn remains open and able to provide the reserved accommodations.

Guests who purchased applicable Travel Protection should consult the Travel Protection provider regarding potential eligibility for reimbursement.

If The Magnolia Inn is unable to provide the reserved accommodation, the reservation will be handled as an Inn-initiated cancellation rather than a voluntary guest cancellation.

12. TRAVEL PROTECTION

Optional third-party **Travel Protection** is offered during the reservation process.

Travel Protection is administered by an independent provider and is subject to that provider's:

- Terms and conditions
- Eligibility requirements
- Covered circumstances
- Exclusions
- Documentation requirements
- Claim deadlines
- Reimbursement limits

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

If Travel Protection is removed, declined, not purchased, or otherwise not included with a reservation, **The Magnolia Inn's applicable cancellation terms remain in effect**.

Declining or removing Travel Protection does not create an exception to the cancellation policy.

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

Guests who purchased Travel Protection must submit claims according to the provider's procedures. The Magnolia Inn will provide reasonable reservation documentation when requested.

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

Cancellation or rescheduling of a lodging reservation does **not automatically cancel or make associated add-ons, enhancements, or vendor-provided items refundable**.

Refund eligibility depends on the type of product or service purchased and whether The Magnolia Inn or an outside vendor has already incurred costs associated with fulfilling the order.

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

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

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

- Ordered from an outside vendor
- Purchased specifically for the guest
- Prepared
- Customized or personalized
- Delivered
- Or otherwise become a nonrecoverable expense to The Magnolia Inn

Once the applicable 48-hour deadline has passed or The Magnolia Inn has incurred a nonrecoverable cost, **the applicable item is nonrefundable**.

Prepared, Curated & Personalized Add-Ons

Gift baskets, boxed chocolates, handwritten cards, personalized items, and similar prepared or curated enhancements may generally be canceled for a refund until **48 hours before the scheduled delivery or setup time**, provided preparation or personalization has not already begun.

An item becomes nonrefundable once it has been:

- Personalized
- Written or customized for the guest
- Assembled specifically for the reservation
- Delivered or staged
- Or otherwise made nonrecoverable

For example, a handwritten card becomes nonrefundable once it has been written or personalized for the guest, even when that occurs more than 48 hours before arrival.

Service-Based Add-Ons

Service-based enhancements may generally be canceled for a refund until **24 hours before the scheduled service**, unless different terms were disclosed when purchased.

Services canceled within 24 hours of the scheduled service are nonrefundable.

Examples may include services such as Breakfast in Bed or other guest-service enhancements.

Availability-based services, including early check-in and late checkout, remain subject to the specific terms associated with those services.

Unopened & Resalable Items

Eligible unopened, unused, nonpersonalized items that have not been consumed and can reasonably be returned to inventory without loss may be eligible for a refund, subject to applicable law and any product-specific restrictions.

An item that has been opened, consumed, damaged, personalized, or otherwise cannot reasonably be returned to inventory is nonrefundable.

Alcoholic beverages are additionally subject to applicable laws and The Magnolia Inn's alcohol policies.

Bundled Packages

Packages containing multiple products or services may have package-specific cancellation terms.

When package-specific cancellation terms are disclosed, those terms control.

When no separate package cancellation terms are provided, refund eligibility may depend on the status and recoverability of the individual components of the package.

Vendor Terms

Outside vendors may have cancellation deadlines or nonrefundable ordering requirements that differ from The Magnolia Inn's standard add-on timelines.

Once an order has been submitted to a vendor or The Magnolia Inn has otherwise incurred a nonrecoverable financial obligation, **the applicable amount may become nonrefundable regardless of the standard cancellation timeframe.**

14. PROMOTIONS, PACKAGES & SPECIAL RATES

Certain promotions, packages, advance-purchase rates, discounted rates, or special offers may have cancellation or rescheduling terms that differ from this Standard Lodging Cancellation Policy.

When different terms are disclosed as part of a particular rate, promotion, package, or offer, **those booking-specific terms control.**

A rate identified as nonrefundable remains nonrefundable according to its terms even when cancellation occurs before the standard seven-day deadline.

15. OTA & THIRD-PARTY RESERVATIONS

Reservations made through an online travel agency or other third-party booking platform are subject to the cancellation, rescheduling, payment, and refund terms associated with the booked rate and channel.

Guests may be required to submit cancellation or modification requests directly through the booking platform.

When a third party collected payment, an eligible refund may also need to be processed by that third party.

The Magnolia Inn cannot guarantee exceptions to terms established by a third-party booking platform.

16. GROUP, ENTIRE INN, WEDDING & EVENT RESERVATIONS

This policy applies to **standard individual lodging reservations** unless otherwise stated.

Different cancellation, rescheduling, deposit, and payment terms may apply to:

- Group Lodging
- Full-Inn Stays
- Private Estate Buyouts
- Entire Inn Bookings
- Wedding Weekends
- Events
- Contracted packages
- Other reservations governed by separate terms or agreements

When booking-specific terms or a signed agreement conflict with this Standard Lodging Cancellation Policy, **the terms specific to that reservation control with respect to the conflict.**

17. INN-INITIATED CANCELLATIONS

If The Magnolia Inn is unable to honor a confirmed reservation because of a property emergency, safety issue, significant maintenance failure, operational closure, or another circumstance that prevents the Inn from providing the reserved accommodation, management will determine the appropriate remedy.

Depending on the circumstances, this may include:

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

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

18. REFUND PROCESSING

When a reservation qualifies for a refund, The Magnolia Inn will process the eligible lodging amount and applicable tax adjustments through the appropriate payment method.

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

The Magnolia Inn cannot guarantee how quickly a guest's bank, card issuer, or financial institution will post a processed refund.

Travel Protection reimbursements are administered separately by the Travel Protection provider and are not refunds issued by The Magnolia Inn.

19. MANAGEMENT EXCEPTIONS

The Magnolia Inn may, at management's discretion, make an exception or offer another accommodation when extraordinary circumstances warrant consideration.

An exception may include:

- A future stay credit
- A late rescheduling accommodation
- A partial accommodation
- Another management-approved resolution

Management exceptions are:

- Considered individually
- Not guaranteed
- Specific to the reservation
- Not a modification of the general cancellation policy
- Not precedent for another reservation or guest

Staff members without appropriate authority may not waive or modify cancellation terms.

20. ACCEPTANCE

By completing a reservation, the guest acknowledges and accepts the cancellation, rescheduling, no-show, early-departure, add-on, and refund terms applicable to the reservation.

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