

RESERVATIONS POLICY

- *Beyond The Wall Bed and Breakfast LLC may most likely be referred to as "Beyond The Wall" ... "BTW" ... or "B&B" on its website, Facebook Page, verbally over the phone or on premise. In any document originating from its website, Facebook Page or from on premise, or verbally over phone or on premise, these abbreviations and acronyms are to be considered the entity Beyond The Wall Bed and Breakfast LLC*
- *As with all policies, ours are subject to modification at any time. If you have any questions regarding this policy, please ask for clarification or to ensure that you have the most accurate and up to date pertaining information*

We Require That The Primary Guest Be **21** To Make Reservations And Stay At Beyond The Wall

RATES

- Our rates are based on season and double occupancy, with no dogs (animals) and/or extra bed set up in the cottages. They may change at any time at our sole discretion. Current Sales and Lodging taxes apply to all rates. Rates posted on the website are current or typical rates and may not apply to all dates based on Special Events or availability. Promotional offers and other types of discounts may be advertised occasionally. Special Event rates are coordinated directly with Beyond The Wall and will not be reflected in the current or typical rates when reserving via the website
- Obviously beyond our control, but from time to time local, state and federal entities may change their current tax rates, or add a new tax. In these cases, we must change the appropriate rates. In quoted situations, or reservations, this may change a price but we will have documentation to prove the rate increases

PAYMENTS

- We accept these credit cards: Visa, Master Card, Discover and AMEX
 - Cash payments for rooms will not be accepted
- **EXCEPTION:** Corporate checks may be accepted for Special Events on a case-by-case basis. Checks must clear the bank prior to the event.

TAX EXEMPT

- Tax Exempt will be provided upon valid proof of tax exemption status (i.e. Active Duty military status on government business, or non-profits). Guests will be required to fill out a tax exemption form that will be filed with the appropriate agency, or provide their tax exemption certificate

DISCOUNTS

- United States Veterans with proof of duty (DD-214), Active Duty, Guard, Reserves and Coast Guard with identification are eligible for a discounted rate. If status cannot be verified, then the room rate will be raised to the current rate being offered the day of arrival. If BTW is offering rates below the local government per diem rates, a veterans discount may not apply (*Basically, no discounts on rooms that are already "On Sale"*). Please note that a limited amount of rooms will be eligible for this discount and may not always be available, regardless of standard or sale rates
- **EXCEPTION:** If a Special Event is scheduled, all rooms included in the Special Event will be eligible for the discount as long as status can be verified
 - However, if the Special Event pricing is lower than the current local government per diem rate, an additional veteran discount will not apply

SPECIAL EVENTS

- Special Events are coordinated directly with the Beyond The Wall Special Events Coordinators. The Special Event Coordinators will develop a package event and/or room rate for you and will provide the written agreement for the terms and conditions of the event. Deposits may be required and refund eligibility will be stated in the event agreement. Please see the Special Events Coordinator contact information on the website [\(HERE\)](#)

GALLERY CONFERENCE ROOM

- Please see our dedicated Gallery Conference Room Policy [\(HERE\)](#)
- The Gallery Conference Room must be booked through a BTW Special Events Coordinator [\(HERE\)](#)

CANCELLATIONS (Michelle and Rock have worked extremely hard to create “Beyond The Wall”)

- **First Night’s Stay is Billed Immediately** via our online booking engine. Balance, “Payment in Full” is due at check in (unless otherwise negotiated and approved by BTW). There are no refunds for early checkouts or changes in arrival unless you notify us SEVEN (7) days in advance
- **“SEVEN (7) days in advance” = 168 hours PRIOR to NOON on check in day at BTW (1200 LOCAL)**
- In the unlikely event that you must cancel with less than SEVEN (7) days’ notice, shorten your stay or check out early, please understand that we must ask you to take responsibility for your entire reservation. Cancellations must also be made SEVEN (7) days prior to arrival or the first night will be charged, to include applicable taxes. Cancellations may be charged an additional \$20.00 administrative fee to cover the service charges associated with making the credit card charge/reversal. Special deposit and cancellation procedures may apply for groups, wedding parties and for all Special Events at the discretion of Beyond The Wall or as stated in the event agreement
- To cancel your reservation, you must CONTACT the entity that created your reservation (BTW, Booking.com, Expedia, AirBnBetc.) and have them cancel your reservation no less than SEVEN (7) days prior to 1200 (NOON) on your reservation arrival day, to receive a refund, partial or full
 - **BTW CANNOT CANCEL any reservations that were not booked directly through us (our website, or you calling BTW)**
 - **If you booked through ANYONE other than BTW YOU MUST CONTACT THEM to cancel**
- **Cancellation is not confirmed until BTW is notified.** *It is the guest’s responsibility to ensure that BTW is notified and BTW confirms notification is received.* We will process your refund within 24-48 hours of the cancellation notice
- **NOTE:** It may take additional time for your financial institution or credit card company to complete the refund. If you do not see a refund within 7 business days of the cancellation, please let BTW staff know and we will verify we did our part in the process correctly

EARLY DEPARTURES and REFUNDS

- Should you need to depart prior to your reservation end-date, we expect you to fulfill your reservation commitment
- In general, refunds will not be given for early departures but in certain cases partial refunds may be granted
- Guests that feel their early departure rates a partial refund are more than welcome to submit in writing (not by texting, not in person, or phone call) their case for the partial refund. We try to be reasonable and fair in our reviews of these cases, but our decision on each case is the final decision
- As well, all other cases pertaining to partial refunds, for any reason will be submitted to Beyond The Wall, in writing (not by texting, not in person, or phone call) and we'll very seriously review and consider your request
- You can send an email attached document to contact@beyondthewalldunedin.com or use USPS to the address of Beyond The Wall 520 Skinner Blvd, Dunedin, FL 34698
- BTW and other booking agencies provide an email confirmation with each reservation. It is your responsibility to verify you received the confirmation and that it is correct. If not, you will be responsible for the full reservation regardless if you assert it is not correct with the booking agency or via a credit card dispute.

OCCUPANCY (Michelle and Rock have worked extremely hard to create “Beyond The Wall”)

- **ADDITIONAL GUESTS:**

- Additional guest is any additional person over our standard occupancy of TWO (2) persons per room
- Unless compensated at our “RATE FOR ADDITIONAL GUESTS” Beyond The Wall will consider this inaction “Theft of Service” and will take appropriate action to be fully compensated

- **ROOM TARIFFS AND CAPACITY:**

- All Cottage rooms have a maximum capacity of four (4) persons, however the Cottage room rates are based on an occupancy of two (2). Please note that the accommodations are optimized for an occupancy of two (2) so additional bed and / or sleeping arrangements will be available for occupancy levels above two (2). Note that if the cottage occupancy is two (2) and an extra bed is requested, additional charges apply.
 - Additional options must be coordinated at the time of reservation, or shortly thereafter or they may not be available upon arrival
- All Main Building rooms have a maximum capacity of two (2) persons, except the Mardi Gras room with a capacity of four (4) persons with two (2) double beds

- **RATE FOR ADDITIONAL BED (Cottages, Two Persons, Each Wanting Own Bed)**

- An extra bed will generate a one-time \$20 fee

- **RATE FOR ADDITIONAL GUESTS:**

- Additional guests, regardless of age, will generate a \$40 per person, per night fee

- **RATE FOR DOGS:**

- EACH Dog will generate a “Per Night Fee” and a refundable “Deposit”
- Dogs fee are absolutely NOT included in the listed price for any room

GROUP RESERVATIONS

- Due to our small, home-like environment, and to ensure the comfort and enjoyment of all guests, we have special policies regarding group reservations
- Group reservations are treated like a Special Event in that the rates will need to be coordinated with the Special Events Coordinator prior to making the reservation. Coordination fees may apply
- Group reservations are limited to a minimum of 4 rooms at the appropriate occupancy level, except in the case of full-property rentals
- All group reservations of 4 or more rooms will be reviewed by management prior to official confirmation. Therefore, reservation requests submitted online for 4 or more rooms, or individual online reservation requests that constitute a group reservation of 4 or more rooms, are considered unconfirmed requests until personally confirmed by BTW Staff via email
- Before booking online, please contact us at the Special Events Reservations Page ([HERE](#)) regarding your group's stay so that we can mutually determine if Beyond The Wall Bed and Breakfast is a good fit for you and your group and to figure out pricing

FULLY PROPERTY RENTAL

- Full Property Rentals are treated as a Special Event and will need to be coordinated directly with the Special Events Coordinator. Coordination and Facility Fees may apply
- For Full Property Rentals, a maximum of 36 guests are allowed
 - Cottages can accommodate 4 persons (with 2 guests utilizing a second bed)
 - All rooms in the Main House can accommodate 2 persons, with the exception of the Mardi Gras Room which can accommodate 4 persons
- Please contact us regarding your group's Full Property Rental ([HERE](#)) so that we can mutually determine if Beyond The Wall Bed and Breakfast is a good fit for you and your group and to figure out pricing
- **NOTE:** The Gallery Conference Room is a separate charge related to “Full Property Rentals”

EXTENDING YOUR STAY (Staying an Extra Day or Two)

- Extension of stay would be provided on current room rates, subject to availability
- Current room rates can be different from the rates at which the rooms were booked

EXTENDED STAY (Staying Longer than 21 Days)

- Stays longer than 21 days are considered a Special Event and are required to be coordinated through the Special Events Coordinator. ([HERE](#)) Coordination fees may apply
- Stays longer than 21 days cannot be reserved more than 120 days from the date of arrival
- While a stay longer than 21 days may be planned, all reservations will be no longer than 21 day increments. Follow on reservations may be made but will be evaluated 4 or more days prior to the end of the current reservation period. Follow-on reservations may be cancelled at the owners’ discretion
- Long term stays will require a deposit that is the cost of the first week and they will be billed on a weekly basis, the day prior to the follow-on week
- Please note that lodging at Beyond The Wall is not a seasonal, long-term rental so you are not authorized to receive mail at BTW property