

### **Warsaw House / Hotel Guest Policies**

Warsaw House/Hotel has established several key policies that guests must follow to ensure a respectful and enjoyable experience for everyone involved. Here are the main areas covered by these policies:

**Please Respect the Property:** This is an historic structure, originally built in 1833, therefore, we ask that you “handle our home with care.” Please treat the home as your own during your stay, yet, help us maintain cleanliness and avoid damaging this property as many historical elements cannot be replaced.

**Commercial film and photography:** Please do not engage in filming or photographing this property for commercial use or profit, without ***documented permission*** from the host.

**Guest Limits:** Please respect the maximum number of occupants allowed in the property, which is 10 total during daytime hours, 8 total for staying overnight. If additional guests are desired, please communicate with the host for approval.

**Check-in time:** Check in time is no earlier than 3p.m. CST

**Checkout time:** Guests should be completely checked out and the home left in a clean state by 11a.m. CST. Please do not leave belongings at the home past the designated checkout time for storage or later pickup. Any items left behind will be considered abandoned.

**Cancellations:** We require a 14-day notice of cancelation for a full refund. If you need to cancel less than 14 days before your scheduled stay you will not receive a refund unless we can “rebook” those days. After the confirmed “rebooking” you will receive a full refund less a \$25.00 administrative fee.

**Absolutely NO OPEN FLAME or Smoking allowed on the Property:** Due to the age of the home, it is **mandatory** that there be **NO OPEN FLAME** on the property. This includes the use of candles, incense, tobacco, cannabis, e-cigarettes, etc. Guests are responsible for compliance with applicable laws.

**Pets are not allowed:** Please no pets on the property. We have our own “voiceless” pets that we keep secured for safety and disease control issues. Note: service animals are not considered pets. Service Animal Documentation ***must*** be supplied to host when booking property for consideration before booking will be approved.

**Cleanliness and Approved Behavior:** Guests should not leave the home in a state that requires excessive or deep cleaning (moldy dishes, soiled carpets, stains, etc.). Cleaning fees are only meant to cover the cost of standard cleaning between reservations (laundry, vacuuming, etc.).

**Litter:** Guests should put their trash in designated trash receptacles and be mindful of excessive amounts of trash.

**Damage:** Please inform the host as soon as possible if you inadvertently cause damage that is beyond normal wear and tear so a reasonable solution can be found. Guests are expected to pay reasonable requests for reimbursement if they are responsible for damage, missing items, or unexpected cleaning costs.

**Noise and Disturbances: Disruptive gatherings are always prohibited.** Guests are expected to keep noise levels down, especially during designated quiet hours (10p.m. – 7a.m.), to avoid disturbing neighbors and the host that resides on the property. This is a quiet, tranquil area next to forests, wildlife, and river birds. Disruptive levels of noise (loud music, shouting, slamming doors, etc.) shatters that natural peace and drives away the deer, rabbits, birds, etc. that are part of the tranquil experience we offer.

**Reporting Issues:** In addition to the above ground rules, good communication between hosts and guests is encouraged. Guests should promptly communicate any issues they might have with the property with the host so an issue can be resolved. Guests should respond to host inquiries in a timely manner for the same reason.

**Safety and Security:** Guests are expected to follow safety guidelines, including not engaging in illegal activities or holding disruptive gatherings. These policies are designed to create a safe and pleasant environment for both guests and hosts, ensuring a positive experience for all parties involved. **NO FIREARMS ARE ALLOWED ON THE PROPERTY FOR ANY REASON. WE ARE A QUIET, SAFE COMMUNITY AND INTEND TO KEEP IT THAT WAY.**