

# Reservations / Checking In & Out / Cancellation Policies / Policies

## Welcome to Endicott Gardens Bed & Breakfast Spa Retreat!

We wish to provide you with a wonderful stay, exceptional service and a memorable experience here at Endicott Gardens. We sincerely hope you will enjoy staying us and feel inspired! Anything you need, simply ask as we are here to help. We will do our very best to accommodate you. Please observe these house rules / policies meant to ensure everyone's excellent experience, expectations, comfort, privacy and security.

### WE ARE A 21 & OVER ONLY/ NO PET/ NO CHILDREN/ NO SMOKING VENUE:

- We are a unique venue to Gold Beach as we are a no pet (no animals of any kind), no children/teens/babies, no smoking (of any kind on or around the premises). It is not that we do not love your kiddos and your pets, because we do, but this is a place for you to actually relax from the stresses of life and that is why we have designed it this way! It is time for YOU to relax and have some time to be present and just "be"!
- ALL guest must be over the age of 21 years old.

### Check In- What to expect when you arrive:

- Check-in time is 4PM – 8 PM. **Please text us the morning of your arrival and give us an approximate time slot you plan on arriving (see below).**

4pm - 6pm

5pm - 7pm

6pm - 8pm

- If your plans require earlier check in or later arrival, please let us know and we will make alternate arrangements for your check in. We will text you a link to navigate to us the morning of your arrival. We ask that you text us again when you are about 30 minutes away, as we would like to prepare you some welcoming refreshments! The best number to **text us at 303.884.3272.** If you do not call or text us to coordinate your arrival time, you may have to wait on us as the gate is locked and we need to let you in and give you access! These procedures insure you have a smooth and pleasant experience when you arrive!
- Our beautiful acre is fenced and we have a locked privacy gate. You will need to call or text us once you arrive so we can let you in the gate. During your stay, you will receive a gate access card to get in and out.
- Parking is provided during your stay in the area in front of the small black entrance gate (just to the right of the pink spa trailer).

### Check Out:

- Checkout is 11 AM. Late Check Outs will be charged at \$30 per hour.
- Luggage storage is available if needed.

### Our Botanical Spa- K. CHERIE SPA:

- If you desire a spa treatment during your stay, please book a minimum of 30 days out as the spa books very quickly, especially during tourism season. Call the Spa directly to book at 303.910.2152. We typically require a 2 night minimum stay in our peak season (April to October) to accommodate spa services.

### **Payment & Cancellations:**

- We accept all major credit cards. Prices are as listed and are subject to Curry County Transient Lodging Tax and State of Oregon Bed Tax. All guests will need to provide a valid driver's license or passport upon arrival that matches the names that the room was reserved under.
- When booking through our online system, your booking will not be confirmed and "reserved" until we have received your \$30 non-refundable reservation fee. Once you have booked online, we will reach out to you to confirm and collect your non-refundable reservation deposit. Once the deposit is made, you will receive a receipt and formal confirmation of your stay.
- A \$30 non-refundable reservation fee/payment is collected upon your reservation being made. That \$30 booking fee is non-refundable. The remainder due will be invoiced to you via email 14 days prior to your arrival. For reservations made within 14 days of stay, the full amount will be collected at the time of your booking. If your booking is more than 14 days away, do NOT pay the 2nd invoice until 14 days prior to your arrival. If you do, you will incur more cancellation fees (up to \$100).
- Reservations cancelled within 14 days of stay are non-refundable.
- Reservations cancelled prior to the 14 day window will not incur a fee other than the \$30 booking fee which is non-refundable.
- Reservations when renting the entire venue for an event are due in full 45 days prior to arrival and are non-refundable.

### **Length of Stay:**

- Typically we do not have a minimum night stay requirement (other than the Tana Dolce Guesthouse which is 2 night minimum), however we do reserve the right to require this for select weekends, holidays or special events, at owner's discretion.
- Our maximum length of stay is 7 days. Stays longer than 7 days require prior approval.

### **Occupancy:**

- Room rates are based on double occupancy. Our Suite Syrene, Borghese, Sorrentine and Coastal rooms are designed to have a maximum of two guests per room. The Tana Dolce Guesthouse has a maximum occupancy of 4 people. In some cases, with prior approval, we can add additional sleeping in the Suite Syrene (twin sleeper sofa) or Tana Dolce Guesthouse (couch sleeper).

### **Housekeeping Service, Towels, Essentials & Toiletries:**

- Please do NOT flush any tampons, pads, wipes of any type, or sanitary products down the toilet. Our little farm has a septic system. Thank you!
- Housekeeping service is not provided on a daily basis, however, should you require any attention in your room, please notify us. If your stay is longer than three nights, we will provide a room refresh upon your request (linen change). At any time if you need new towels or trash removal, please let us know.
- Make up wash cloths are provided in each of the rooms.
- Our plush Spa Robes that are furnished in our luxury Suite Syrene and Tana Dolce Guesthouse are for your use during your stay. If you wish to purchase one, please let us know.

### **Breakfast / Eating & Drinking:**

- A freshly prepared farm to table Breakfast will be served in our Community Garden Room dining area at 9:00am sharp. We also will prepare fresh ground coffee around 8:45am or if you prefer coffee earlier, you can help yourself at the coffee and tea bar in the Community Room. If you have any special requests outside of these times due to booked activities, etc. please let us know so we can provide alternate arrangements for some to go snacks. Because of the complexity of our farm to table breakfasts, we are not able to have this type of breakfast "to go", however we can prep a continental breakfast goodie bag for you to take along with you.
- Please inform us in advance of any allergies, dietary restrictions, or strong dislikes for breakfast. We always do our best to accommodate your needs! We are able to accommodate, vegetarian, dairy free, gluten free, and some vegan options in our kitchen. We do NOT have a celiac prep area in our kitchen.
- Complimentary coffee, tea and fresh filtered water will be available all day at our beautiful Coffee and Tea Bar in the Community Garden Room.
- Enjoy our hand blended Herbal tea blends from our flower and herb and fruit gardens! Many of these teas can be purchased from our teahouse for you to take home!
- Our dining room is available for your use throughout the day. Please refrain from eating in the rooms that are not equipped with a kitchenette and dining table, particularly on or in the bed. Please utilize our dining room for all food consumption. We are happy to put out plates and utensils and items you need for dining (upon request).
- Endicott Gardens Bed & Breakfast is a smoke-free environment. Smoking of any kind is not permitted on or around the premises.

### **Noise & Parties:**

- As this house is also our home and the retreat for other guests as well, we ask all guests to be considerate of excessive noise levels, especially from 10pm – 7am.
- Parties, meetings, formal conferences, classes, gatherings, and use of our property as a venue are not allowed. If you wish to host an event, gathering, meeting or group of any type on the property, it must be approved in advance.

### **Liquor Consumption:**

- Should you wish to consume alcoholic beverages or any of the fine wines from our beautiful state of Oregon during your stay, we ask that you do so responsibly. Glassware and corkscrew are available for your use.

### **Kitchen Use:**

- The kitchen is strictly a private area for health and safety regulations. If you require a refrigerator, microwave or kitchen area during your stay, please rent one of our rooms offering those accommodations (Suite Syrene / Tana Dolce Guesthouse).
- Do not store, clean or bring in any fish from your fishing trips. All fish can be cleaned and tended to at the port. In addition, Gold Beach has a cannery that will clean, hold, store and ship your fish to your specifications. For additional information please see their website at [www.fishermendirect.com](http://www.fishermendirect.com)

### **Pets/Animals:**

- WE ARE A NO PET / ANIMAL VENUE. For the relaxation and pleasure of all our guests, pets are not permitted. Our health licenses, and skincare line production set up do not allow animals of any kind on the property at any time. If you have a service animal, please call us directly to book at 541.425.5483 and do not book through the online system.

**Visitors:**

- The grounds and facilities at Endicott Gardens Bed & Breakfast are for the exclusive use of our registered guests only. No visitors are allowed unless cleared with us in advance. No unregistered guests allowed overnight. The Spa does book services for both guests and non-B&B guests.

**Public Areas / Privacy:**

- Please note that you are renting a private room, guesthouse or suite, not the entire house. Owners live on property and all public areas of the house are shared with other guests. Areas marked as private and the owner's quarters are not accessible to guests.
- We encourage you to linger and enjoy our many gardens and relax! Our Community Garden Deck, Pergola Garden Patio, and Gazebo Gardens are available for you to relax during your stay as well as various seating areas throughout the gardens...enjoy!
- We ask that you do not pick flowers, vegetables or fruit thank you!

**Parking:**

- Parking is complimentary for one car per room on our property. There are 5 parking spaces by the main gate and 2 spaces by the large double gate.

**AC / Heat:**

- Endicott Gardens Bed & Breakfast has individually controlled European style air conditioning and heat units in every room for your personal comfort! Please do not adjust the thermostat in the Community Room.
- Please ask us to show you how to use your private room HVAC system if you are unsure.

**Safety & Security:**

- Use of candles or flame of any kind is prohibited in, on or around the property and surrounding forest.
- Please do not give your room key / access card to any non-guest, or share your access code.
- When you leave the front gate, please close it behind you and make sure it latches. If you forget to take your access card with you, you will get locked out.
- We ask that you keep all doors and gates closed at all times when you go in and out. You will be given an access code to access the front door and side door entrance.
- At 10pm the front door and side door access will be locked and you will need your access code to unlock them.
- Please notify us if you hear any water alarms or smoke detectors beeping during your stay. All rooms are equipped with a fire extinguisher and back up lighting flashlights.

### Lost Keys / Access Cards:

- Please return your key and gate access card upon check out.
- Lost keys will incur a \$50 replacement fee.
- Lost gate access cards will incur a \$100 replacement fee.

### Damages / Losses:

- Guests are liable for any loss, damage or personal injury they may cause or incur on premises. We cannot accept responsibility for your losses within the premises or in the parking areas.
- Please keep the front door, your room door, and car locked at all times. We will never enter your room without your request or permission.

### Other Issues:

- If you need something, ask. If there is a problem with your room, tell us so that we can make your stay with us one you will remember fondly. We want this to be a special and relaxing time for you! If you need help with dinner suggestions, things to do, places to visit etc., just say the word and we can help you with all of that! During tourism season our restaurants book up very quickly, so we always recommend reservations.

***Thank you for your cooperation with our house rules and policies. If you have any questions or special requests don't hesitate to contact us. It will be our pleasure to assist you!***

### Endicott Gardens Bed & Breakfast and Spa

95768 Jerry's Flat Road  
Gold Beach, Oregon 97444  
541.425.5483 Main Land Line  
541.698.0641 Cell Text to Book & Arrivals  
303.910.2152 K Cherie Spa

