

# Terms and Conditions for the Orland Inn (Motel)

## Check-in at 2pm

Check-in any time after 2pm PST. The balance of all accommodation fees, including room tax and other incidental charges, are payable on arrival at check-in. Please note that check-in cannot be completed until payment or a pre-authorization for the full amount of the accommodation charges are received or approved. A room key is provided at check-in, after all charges have been settled. During the check-in process, the receptionist will provide you with any information which may be required during your stay, such as the location of our picnic and pet areas and the location of our ice and soda machines.

Also, we can direct you to nearby shops, dining establishments, sights you may like to see and places to go at night. Remember to ask our receptionist for anything that would make your stay with us more enjoyable and convenient. Room keys are issued to registered guest(s) only. ID is necessary if you lose your key and desire a duplicate. Lost keys will incur a charge of \$25.00 per replacement.

## Check-out at 11am

Check-out time is 11am PST. Arrangements can be made for a late check-out, subject to additional room charges and availability.

A half-day room charge is due if you check-out by 4pm. If you check-out after 4pm, you are subject to a full-day room charge. At check-out, please drop your key at the Front Office. Please note that a more detailed inspection of the room is usually made by our staff after the check-out. We reserve the right to assess additional charges for any damages or breakages discovered before the room is occupied again.

**Any pre-authorizations more than your accommodation charges should be released automatically by your card issuing bank in approximately 5 workdays.**

## Payment

Payment-in-full for your accommodation is expected at the time of check-in. To be valid, your credit or debit card must be signed and match the ID presented at the time of check-in. **Please note:** Your credit or debit card number will be kept on file to cover all accommodation charges. We accept all major credit & debit cards. Cash is accepted for accommodation charges at the discretion of the owner, provided that a valid credit or debit card number is on file. In lieu of a credit or debit card on file, a \$100.00 cash deposit is required. We will not be held liable for any fees, penalties, or charges resulting from your bank or financial institution regarding charges made on your card. Generally, third party payments are not permitted without written confirmation and approval from the third party.

## Rates

All rates are quoted in United States currency, plus tax. Rates may increase without notice. Rates are advertised on our website and may be quoted over the phone directly. Rates are based on the number of adults occupying the room. Additional adult guests will incur an additional charge. The maximum occupancy of any of our rooms is 4 adults (plus two children), based on fire codes and safety restrictions. If you exceed the maximum occupancy, you will be asked to purchase another guestroom for proper accommodation or in the alternative, vacate the Orland Inn without refund. Children under the age of 18 (staying with adult family members) will not incur an additional charge but total occupancy must be adhered to. We are proud to offer a discounted rate to all military personnel and veterans with proper ID.

## Wi-Fi

Access to our Wi-fi is free for all registered guests. The access code is subject to change without notice. Wi-fi signals are subject to change without notice and may be related to status of equipment, interference from other local wireless signals and weather conditions. The Orland Inn assumes no liability for guest use.

## Housekeeping

Your comfort is very important to us. Housekeeping services occur daily between the hours of 9am and 4pm. You may elect to defer housekeeping for 2 days at a time, but staff will enter every 3<sup>rd</sup> day for inspection and to change linens. If you or your pet bring any infestation into your room or onto the Orland Inn property, we may charge you for all costs and expenses, including immediate and urgent response requirements and loss of room revenue that we deem necessary to remediate the infestation.

## Cancellation Policy

Please carefully read our cancellation policy. Rarely can we make any exceptions to this. Our receptionists are instructed to follow this policy and rules. So, to avoid any misunderstandings we would be grateful if you comply with the following:

- Cancellations must be received, at least, 3 days prior to the arrival date.
- If the guest cancels after 3 days prior to the arrival date, then a one-night room rental charge will apply.
- If the guest arrives and decides to leave early, the nights not spent 24 hours after the cancellation will be refunded in full.
- In case of a **no-show**, the guest will be charged for the first night stay and is non-refundable.
- To cancel your reservation, call us direct at 530-865-7632 or email us at orlandinn1052@gmail.com
- All cancellations are confirmed via email immediately after the reservation has been cancelled.

## House Rules and Policies

As part of our commitment to guest safety, employees will not disclose the identity, room number, or presence of a guest to anyone other than appropriate law enforcement. This includes the taking of or delivery of messages or indirect forwarding of phone calls. It is the responsibility of guests to communicate their presence and room number to any person they wish to receive calls or visits from. **Minors** under the age of 18 years of age must be accompanied by an adult when staying at the Orland Inn. The only exception is if the minor has written permission from their parent or guardian and can provide proof of identification upon check-in.

**Surveillance cameras** are used throughout the premises, and anyone on our property may be recorded (audio & video). The Orland Inn assumes no responsibility for any personal bodily injury incurred while using the swimming pool, you do so at your own risk. The swimming pool is for registered motel guests only unless approval is obtained from the motel's management. The posted swimming pool rules must be obeyed.

For the safety of all our guests, walkways are to be kept clear of any all obstacles that may create a safety or health issue. By no means are you allowed to barbecue or cook on the walkways, your tailgate, or the parking lot. There is a beautiful picnic area with picnic tables and a barbecue grill for our guests' enjoyment next to the grassy area, under the Pergola.

If you are a smoker, please be respectful of the rights of others to a smoke-free environment. A \$100.00 damage fee will be charged to the guest or visitor that smokes in a designated non-smoking room. The charge is the responsibility of the registered guest, regardless of who was doing the smoking in the non-smoking room.

**Unregistered guests** are considered "visitors" and must vacate the premises by 10pm, unless prior approval is obtained from the management of the Orland Inn. No more than two visitors are allowed into a guest room at a time, unless approved by the motel's management. The management of the Orland Inn reserves the right to refuse service to anyone for any reason that does not violate Federal or State laws.

**Noise is to be kept to a minimum after 10pm.** Quiet time is expected between 10pm and 8am. Minors (persons under the age of 21) are prohibited from transporting, possessing or consuming alcoholic beverages anywhere on the premises.

Sub-letting the room you have rented (or giving it to other people) is strictly prohibited and will subject you to immediate termination of the occupancy agreement.

## Parking

All vehicles must be registered at the time of check-in. Parking for registered guests is free. All vehicles are parked at the risk of the vehicle owner. The Orland Inn will not assume responsibility for any vehicle, occupants, or contents while operated or parked on the property. If a vehicle is left in the parking lot after the guest has departed without the consent of the Orland Inn, the Orland Inn reserves the right to have the vehicle towed at the owners' expense. No vehicle repairs are allowed on the Orland Inn property. Please lock your vehicles and do not leave personal items visible or accessible to others. We have designated areas for parking larger vehicles, such as motor homes, vehicles with trailers, large tractor trailers, boats, etc. Should you have any questions or concerns regarding our parking policy, please do not hesitate to contact the front office for assistance.

## Lost and Found

The Orland Inn assumes no liability for lost, misplaced, stolen, or damaged valuables, belongings, or other personal property. If you discover that you have left behind something of value to you, please call us immediately and we will try to assist you in locating your lost item. If we find any items after your departure, we will attempt to contact you and arrange for return (payment to be arranged by guest) or pick-up. All lost items will be kept secure for 14 days after your stay and if not claimed are disposed of accordingly.

## Pet Policy and Agreement

**The guest pet owner shall be liable to Orland Inn for all damages or expenses incurred by or in connection with the pet and shall hold the Orland Inn owner harmless and indemnify such for all damages or costs in connection with the pet.**

### All pets:

- Must be declared upon check-in.
- Are subject to Orland Inn management approval.
- Are subject to a non-refundable pet fee of \$10.00 per pet/day. ADA compliant service animals are exempt from the pet fee.
- Must be kept off motel bedding.
- Must be clean and free of infestation.
- May not cause any damage, discomfort, annoyance, nuisance, or in any way cause inconvenience or complaints from other guests.
- Must not be fed directly on the carpet.
- Are not allowed inside the swimming pool area. ADA compliant service animals are exempt from this policy, if the service animal does not present any danger, annoyance, or justified complaints from other Orland Inn guests/visitors.

**Dogs:**

- Are limited to two dogs per room.
- Are not allowed on extended stays of seven or more days (unless pre-approved by Orland Inn management).
- Must not be left unattended in the guest room.
- Are required to be restrained by a leash, when outside.
- Are provided an area with a Pet Station for pet waste near the grassy area. Pet owners are required to pick-up after their pets. Guests that continue to violate this rule, may be charged with a fine (subject to local law) or may be asked to leave the property without a refund.

**Cats:**

- Must not be left unattended in the guest room, unless in a crate or cage, with access to food and water.
- Must be provided with a litter box.

**Birds:**

- Must be caged

**ALL OTHER PETS: ARE SUBJECT TO ORLAND INN MANAGEMENT APPROVAL.**

**NOTE: Any "mess" created by guest pets must be, immediately, cleaned up by the guest/pet handler/owner.**

## Room Damages

During your stay, your room and all furniture, furnishings, fixtures, and equipment should be treated with care and kept in order. **Upon entering your room, immediate notification to the Orland Inn staff will be expected of any damage, breakage, or issues with your room. You (the guest) will be held responsible for any damage not reported.** Damages include losses caused by you (the guest) or a third-party's negligence, actions, or behaviors. A summary check will be made of the room at check-out. However, a more detailed review of the condition of the room and all equipment and facilities will be made soon after check-out and before another guest occupies the room. You are responsible for any damage or breakages found that are over and above normal wear and tear and usage. In this case a detailed statement of damage along with an invoice for the repair or replacement cost will be sent by email or fax immediately. Any costs will be immediately deducted from the card on file or cash deposit. Additional costs will be claimed by return if they are greater than the card pre-authorization or cash deposit on hold, where the deposit has already been returned. Please be aware that bed linen and towels should be placed where they were originally found. The bed linen and towels are NOT gifts and should remain in the room. Damage deposit is fully refundable upon check-out and subject to damage inspection of the accommodation. The deposit must be paid upon check-in, in cash or by credit card, along with a balance and is fully refunded at the check-out time, if the room is in good order and the Orland Inn does not have any claims. The cost of damages or cleaning beyond what would be expected after responsible usage of the room will be deducted from the deposit, and the refunded amount will be the remainder of the deposit.

## Liability

While the Orland Inn takes all reasonable precautions, it is not liable for any loss, damage, injury, or inconvenience during your stay, including but not limited to personal injuries, property damage or loss. Guests are responsible for their own safety and behavior while at the Orland Inn.

## Governing Law and Jurisdiction

These terms and conditions are governed by the laws of the State of California, and any disputes will be subject to the exclusive jurisdiction of the courts of Glenn County, California.

## Severance

If any part of these terms and conditions is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect. The Orland Inn reserves the right to modify or amend this severance provision as needed. Any disputes arising from the severance of provisions shall be subject to the laws of the State of California.

## Force Majeure

Should either Party be prevented or hindered from complying with any obligation created under this Agreement, other than the obligation to pay money, by reason of fire, flood, storm, act of God, governmental authority, labor disputes, war or any other cause not enumerated herein but which is beyond the reasonable control of the Party whose performance is affected, then the performance of any such obligation is suspended during the period of, and only to the extent of, such prevention or hindrance, provided the affected Party exercises all reasonable diligence to remove the cause of force majeure. The requirement that any force majeure be remedied with all reasonable diligence does not require the settlement of strikes, lockouts or other labor difficulties by the Party involved.

## Confidentiality Policy

At the Orland Inn, we are committed to protecting the privacy and confidentiality of our guests' personal information. We collect personal information solely for the purpose of providing our services and enhancing the guest experience. Here are our guidelines:

1. **Confidentiality:** The Orland Inn will not disclose any personal information provided by guests to the public or any third parties, except as required by Federal or State Law.
2. **Use of information:** Personal information collected from guests will be used solely for the purpose of fulfilling reservations, providing services, and improving our offerings. We do not sell or rent personal information to any third parties for marketing purposes.
3. **Security Measures:** The Orland Inn employs industry-standard security measures to safeguard personal information against unauthorized access, disclosure, alteration, or destruction.
4. **Consent:** By providing personal information to the Orland Inn, guests consent to the collection, use, and disclosure of their information in accordance with this policy.
5. **Updates to Policy:** The Orland Inn reserves the right to update or modify this policy at any time. Any changes will be posted on our website and/or communicated to guests through other appropriate channels.

**By using the services of the Orland Inn, guests acknowledge and agree to the terms of this policy regarding the use of personal information.**

## Third Party Rights Agreement

This agreement outlines the terms and conditions regarding the use of third-party services and content accessed through the Orland Inn website. **By accessing third-party services or content through the Orland Inn website, users acknowledge and agree to abide by the terms and conditions outlined in this agreement.** By accessing our website, you also agree to the following:

1. **Third-Party Services:** The Orland Inn may provide links or references to third-party websites, services, or content for the convenience of our users. These links are provided solely for informational purposes and do not constitute an endorsement or recommendation by the Orland Inn.
2. **No Endorsement or Warranty:** The Orland Inn does not endorse, guarantee, or assume responsibility for the accuracy, reliability, or completeness of any third-party services or content linked to or referenced on our website. Users acknowledge that they access third-party services and content at their own risk.
3. **Disclaimer of Liability:** The Orland Inn shall not be liable for any damages, losses, or liabilities arising from the use of third-party services or content accessed through our website. This includes, but is not limited to, damages for loss of profits, data, or business interruption.
4. **Indemnification:** Users agree to indemnify and hold the Orland Inn harmless of and from any claims, damages, or losses, including but not limited to personal injuries or property damage or loss, arising from their use of third-party services or content accessed through our website.
5. **No Warranty:** The Orland Inn makes no warranties, express or implied, regarding the availability, reliability, or suitability of third-party services or content. All such services and content are provided on an "as is" and "as available" basis.
6. **Modification of Agreement:** The Orland Inn reserves the right to modify or update this agreement at any time without prior notice. Users are responsible for reviewing this agreement periodically for changes.

**By accessing third-party services or content through the Orland Inn website, users acknowledge and agree to abide by the terms and conditions outlined in this agreement.**

**For questions regarding these terms, please contact us at 530-865-7632 and ask to speak to the person that can answer questions relating to the Terms and Conditions Agreement as posted on our website.**