



Policy's and Procedures

Office Hours:

Our front desk is staffed Monday - Sunday from 10 am – 5 pm. If you have immediate questions or concerns about your reservation during times we are not able to take your call, please email us at thefloridahouseinn@gmail.com

Check in:

We welcome our guests beginning at 3 pm daily. For guests arriving after 5 pm, you will be able to locate your "late check-in" information outside of our office. Early check-in times are not available at this time due to additional cleaning and sanitation procedures that are currently in place.

Check-out:

Check out is at 11 am, with later times available for an additional charge of \$10.00 per hour. Guest's must check out no later than 1 pm for next guest arrival.

Bookings:

When making a reservation we require a credit card to hold your room. Full amount is due at check in. For holidays and special event weekends we charge a non-refundable deposit in the amount of half of your reservation cost with the remaining balance due at time of check in.

Cancellation Policy:

If you are unable to keep your booking and cancel ten (10) days or more prior to the arrival date, there is a \$35.00 cancellation fee. If you cancel six (6) days or less prior to the day of check-in date you will be responsible for the entire cost of your stay including any applicable taxes. The cancellation policy also applies for No Shows and Early Departures following arrival.

Cancellations during holiday's and special event dates:

If cancelling seven (7) days or more prior to the arrival date, you forfeit your deposit but will not be charged for the remaining amount of stay. If cancelling six (6) days or less prior to day of check-in you are responsible for the entire cost of your reservation.

Parking:

Our private parking lot is located directly behind the Inn on South 4th Street.

Our parking lot is first come, first serve and we do not guarantee parking spaces in our lot.

Additional parking options include public lots located throughout the downtown area with the closest one located directly next to our private lot and the city offers three hour street parking until 7 pm.

Breakfast:

A complimentary breakfast is served in our Garden Room located on the main level of the inn each morning of your stay. For your convenience, coffee and water is available in our parlor room which is accessible to our guests at any time.

Handicap Accessibility:

If you have any disabilities and require special needs please call us prior to booking your reservation so that we may assist you in finding the best room for your needs. Our inn was built in 1857 and there is not an elevator or lift and very limited ground floor guest rooms. We do have an accessibility ramp in our courtyard that serves our ground floor guest rooms (5 thru 8) as well as our event spaces, parlor, office, restaurant and bar. A hearing impaired fire alarm is available for use in any of our guestrooms upon request.

Children:

Children 16 years of age and older are welcome at The Florida House Inn. We apologize, but our inn is not suitable for babies or children under 16 years of age.

Pets:

In order to preserve the history and prestige of the Florida House Inn, we do not allow pets with the exception of ADA Service dogs. ADA regulations do not include therapy or comfort dogs.

Fireplaces:

All of our guest room fireplaces are non-working, decorative fireplaces per city regulations.

Room Keys not returned:

There is a \$40 fee for each key not returned at check out which will be billed to the credit card on file.

Smoking:

Our hotel is a smoke-free establishment. For your convenience, smoking is allowed in the garden courtyard. Smoking in a designated non-smoking area is subject to a \$250 fine.

Damage and/or theft of hotel property:

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. The Florida House Inn reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by The Florida House Inn as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage,

missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.