

Terms and Conditions for Booking Extras

These terms and conditions govern the purchase of additional extras by guests during their stay with us. By booking and purchasing these extras, you agree to be bound by the following terms:

1. Booking and Payment

1. By clicking purchase you agree to have your credit card on file charged for the items.
 2. By clicking purchase you agree to the timing parameters that we have set forth for each item and understand that if you purchase something after 4:00pm it may not be available to you until the following day (so pay close attention to cutoff times for each item please).
 3. A booking confirmation will be issued upon receipt of payment. Please check this carefully and notify us immediately of any discrepancies.
-

2. Availability

1. All extras are subject to availability at the time of booking.
 2. We reserve the right to amend or cancel the availability of an extra at any time. In such cases, a full refund will be provided.
-

3. Cancellation and Refunds

1. If you wish to cancel a booking for extras, you must notify us in writing (text is acceptable).

The following cancellation policy applies:

1. **More than 3 days before arrival:** Full refund.
2. **3 days or less before arrival:** No refund will be provided if we have already made arrangements for you (such as flowers, or buying special ingredients for your extra).
3. If we cancel the provision of any extra due to unforeseen circumstances, you will receive a full refund.

4. Use of Extras

1. Extras are provided for the exclusive use of the guest(s) who have booked them.
2. Guests are responsible for ensuring the appropriate use of any booked extras and following any provided instructions or guidelines. For example, if you purchase a bottle of wine you agree that only people of legal age (21 years old) will be consuming.

5. Liability

1. We will not be held liable for any injury, loss, or damage arising from the use of extras unless caused by our negligence.
2. Guests are advised to ensure they have adequate travel insurance to cover any incidents relating to the use of extras.

6. Complaints

1. Any complaints regarding the booking or use of extras must be reported to us promptly, giving us the opportunity to address the issue during your stay.
2. Complaints made after your departure will be considered but may not be eligible for compensation.

7. Pricing

1. Prices for extras are as advertised and are subject to change without notice. Prices confirmed at the time of booking will be honored.
2. All prices include taxes and gratuity (if applicable).

8. Amendments

1. Amendments to bookings for extras are subject to availability and may incur an additional charge.
 2. Any changes to the booking must be agreed upon in writing.
-

9. Privacy and Data Protection

1. We will not share your data with third parties except as required to fulfil your booking or by law.
-

If you have any questions regarding these terms and conditions, please contact us at:

Email: stay@gristmillsquare.com

Phone: 540-839-2231
