

# CANCELLATIONS POLICY

- *Beyond The Wall Bed and Breakfast LLC may most likely be referred to as "Beyond The Wall" ... "BTW" ... or "B&B" on its website, Facebook Page, verbally over the phone or on premise. In any document originating from its website, Facebook Page or from on premise, or verbally over phone or on premise, these abbreviations and acronyms are to be considered the entity Beyond The Wall Bed and Breakfast LLC*
- *As with all policies, ours are subject to modification at any time. If you have any questions regarding this policy, please ask for clarification or to ensure that you have the most accurate and up to date pertaining information*

## CANCELLATIONS

*Michelle and Rock have worked extremely hard to create Beyond The Wall. We must compete against global, corporate giants and believe that our cancellations policy is extremely fair in relation to this fact and absolutely in line with comparable properties*

### **OTA = Online Travel Agency**

*If you booked your stay with an OTA and not Beyond The Wall directly (directly means you called Beyond The Wall or used Beyond The Wall's actual website to book) then you must be aware of the cancellation policies of that OTA (not limited to ..... Booking.com, Expedia, Hotels.com and all the dozens of other OTAs)*

- A deposit for the reservation is collected at booking at a minimum rate of 50% of first night's stay to a maximum rate of 50% of entire reservation
- The deposit rate is determined by the travel season, risk factors and others, and may change at any time without notice
- At any time after the reservation is booked, Beyond The Wall may charge the reservation balance to the booking credit card to render the reservation, "Paid In Full"
- Cancellations, MORE THAN 30 days prior to check in, 1200 (noon) local BTW time
  - Will be penalized a Cancellation Fee based on how they booked (see below)
  - Cancellations made directly through Beyond The Wall, at a minimum will be charged a \$25 Cancellation Fee and potentially the amount up to the entire cost of the reservation
  - Cancellations made through any other travel agency, at a minimum will be charged a \$40 Cancellation Fee and potentially the amount up to the entire cost of the reservation
- Cancellations, LESS THAN 30 days prior to check in, 1200 (noon) local BTW time
  - May be penalized the entire deposit amount and up to the amount of the entire reservation

- Balance, “Payment in Full” may be due before check in or at check in (unless otherwise negotiated and approved by BTW). There are no refunds for early checkouts or changes in arrival unless you notify us THIRTY (30) days in advance
- **“THIRTY (30) days in advance” = 30 Days PRIOR to NOON on check in day at BTW, 1200 (noon) local BTW time**
- In the unlikely event that you must cancel with less than THIRTY (30) days’ notice, shorten your stay or check out early, please understand that we may ask you to take responsibility for your entire reservation
- Special deposit and cancellation procedures may apply for groups, wedding parties and for all Special Events at the discretion of Beyond The Wall and/or as stated in the event agreement
- In certain cases, BTW may be able to partially refund your reservation, except the first night and / or deposit, if we sell the remaining days of your reservation that are within the THIRTY (30) days cancellation policy
  - Please note that if the room or cottage sells for less than you paid and we decide we are able to provide a partial refund, you will only be refunded the lesser amount
- To cancel your reservation, you must CONTACT the entity, OTA that created your reservation and have them cancel your reservation no less than THIRTY (30) days prior to 1200 (NOON) on your reservation arrival day, to receive a refund, partial or full
  - **BTW CANNOT CANCEL any reservations that were not booked directly through us**
    - **“booked directly through us” means .....**
    - **Our website, or you calling BTW. Note that you must receive confirmation via email that we have cancelled your reservation. If we do not respond, the cancellation process is not complete**
  - **If you booked through an OTA ....., YOU MUST CONTACT THEM to cancel**
- **Cancellation via an OTA is not confirmed until BTW is notified.** *It is the guest’s responsibility to ensure that BTW is notified and BTW confirms notification is received.* We will attempt to process your refund within 48 hours of the cancellation notice, to the best of our ability
- **NOTE:** It may take additional time for your financial institution or credit card company to complete the refund. If you do not see a refund within 7 business days of the cancellation, please let BTW staff know and we will verify we did our part in the process correctly

## **EARLY DEPARTURES and REFUNDS**

- Should you need to depart BTW early, we expect you to fulfill your reservation commitment
- Refunds will not be given for early departures but in certain cases partial refunds may be granted
- Guests that feel their early departure rates a partial refund are more than welcome to submit in writing (not by texting, not in person, or phone call) their case for the partial refund. We try to be reasonable and fair in our reviews of these cases, but our decision on each case is the final decision
- As well, all other cases pertaining to partial refunds, for any reason will be submitted to Beyond The Wall, in writing (not by texting, not in person, or phone call) and we'll very seriously review and consider your request
- You can send an email attached document to [contact@beyondthewalldunedin.com](mailto:contact@beyondthewalldunedin.com) or use USPS to the address of Beyond The Wall 520 Skinner Blvd, Dunedin, FL 34698
- BTW and other booking agencies provide an email confirmation with each reservation. It is your responsibility to verify you received the confirmation and that it is correct. If not, you will be responsible for the full reservation regardless if you assert it is not correct with the booking agency or via a credit card dispute. It is your responsibility to ensure the email address provided is valid so you can receive the confirmation. If you do not receive a confirmation within 2 hours of the reservation, you must contact BTW to verify your email address is correct

## **DISPUTES**

- We understand it is your right to dispute charges when you feel the reservation had an error that was not the responsibility of the guest to verify on the reservation or you do not stay with us and meet our cancellation policy. The process is there to protect BTW and the guest(s)
- We ask that the guest(s) contact us directly at 727-500-2337 prior to filing a dispute to verify if we can correct the situation if there is an error. It is a waste of time and resources for all the parties involved in the dispute process if a dispute is filed that is not valid or only partially valid

We are very fair and reasonable and will correct any situation that meets our policy, thus making the dispute process unnecessary

- Note that if an invalid dispute is filed and we provide the policy, email, video and/or other means to establish our position to support an invalid dispute, a \$50 administrative fee will be charged. This includes disputes filed without contacting BTW first to try and clear up any valid issues. For disputes where a partial refund is warranted, an administrative fee of \$25 will be charged. Those who made reservations via BTW or an OTA and did not contact us to verify if a cancellation refund was warranted if it was not received in SEVEN (7) business days are subject to the administrative fee