The Ravenswood Inn

Statement of Policies

**Reservations:** Reservations are strongly encouraged to ensure that we are able to accommodate you. Walk-ins may find us full during busy seasons… or closed during slow periods. Telephone inquiries/reservations are only taken between the hours of 8:00 a.m. and 6:00 p.m. (EST) at (304) 532-7102 or (304) 273-0001.

**Check-in and Check-out Times:** Check-in: Monday – Friday: 10am– 2pm Check-out: 12 noon. Please call if you need a special arrangement.

**Description of our Inn:** The Ravenswood Inn is a late Victorian Era home constructed in late the 1890's in the Folk Style and has not been remodeled. Our guest rooms are on the second floor and are accessible via stairs only. Our common areas are on the first floor and are accessible via stairs only.

**Televisions & Telephones:** There are no televisions or telephones in the guest rooms. There is one television in our common area.

**Children & Pets:** We do not accommodate pets. We also do not accommodate children under the age of 12. A guest arriving with a child under the age of 12 will be deemed to be in violation of our policies and be turned away. The guest will forfeit their deposit and will owe for the entire reservation.

**Cancellations & No-Shows:** For cancellations that occur more than seven days prior to arrival, the deposit will be refunded, less a $25 administration fee. For cancellations that occur within seven days of arrival, the entire deposit will be forfeited. If the reserved room is rebooked, the deposit will then be refunded less a $25 administration fee. When the Inn is fully rented by a group, a 14-day cancellation policy applies. Exceptions are not permitted. As a condition of any reservation and immediately upon processing your deposit, guests and their party agree that their credit card on file or another credit card acceptable to the Ravenswood Inn will be immediately charged at the time of cancellation for the balance of the stay. No refunds will be offered for rooms not rented. Once a guest has checked-in, they are responsible for paying for the entire stay. If a guest decides to check out early, no refund, full or in part, will be given.

**Payments & Gratuity:** The Inn accepts cash, personal checks, or Visa, MasterCard, or Discover. Sales tax (6%) will be added to all room rates. Gratuity is welcome but not required.

**Deposits:** A one night stay is required per room when booking. Immediately upon processing your reservation, all guests in your party agree that your credit card on file or another credit card acceptable to the Ravenswood Inn Bed & Breakfast will be immediately charged for the one night stay deposit. This includes online reservations. We require one source of payment for both the deposit and the final bill. Please send us an email if you are visiting the Inn with a gift certificate or voucher. We still need a credit card on file, although no charges will be applied until after your visit.

**Additional Guests:** Each room is based on double occupancy in conformity to West Virginia State Law. Rooms are not adequate for additional occupancy. The Ravenswood Inn is reserved for registered guests only and no unregistered guests are allowed to enter the Inn without express written permission from the Inn Manager.

**Breakfast:** Breakfast is included in the room rate. Breakfast is served buffet style. Please notify us of any dietary restrictions or allergies when making your reservation. Please note: we are not a gluten-free or nut-free facility.

**Prices & Services Subject to Change:** Although we make every effort to keep our website updated, please note that prices and services are subject to change at any time. We reserve the right to refuse service at any time, to anyone, for any reason.

**Smoking Policy & Illegal Drugs:** The Inn is a "No Smoking" facility. Guests are not permitted to use illegal drugs, smoke or use cigarettes, cigars, cigarillos, pipes, "electronic smoking devices" or any other similar item or thing inside or outside of the Inn. Any violations of this policy will result in cleaning fees equal to a minimum of one night’s stay.

**Alcohol:** According to state law, alcoholic beverages not purchased from the B&B may only be consumed in the privacy of your guest room.

**Laundry:** The Inn provides guests with a self-serve washer and dryer at no cost. An ironing board and iron are also available.

**Damage Policy:** Any damages to the Ravenswood Inn Bed & Breakfast property caused by guests, persons visiting guests, children etc., will be the responsibility of the person who made the reservation. Guests agree to making full restitution for damages, including excessive cleaning and missing items, when a guest makes a reservation.

**Liability:** The Ravenswood Inn Bed & Breakfast and Tearcoat Properties, LLC, does not assume any liability for loss, damage or injury to any guest, persons visiting guests, children or any other person or their personal property. Nor do we accept liability for any inconvenience arising from any mechanical malfunction or utility interruption.

**Our Guests:** The Ravenswood Inn welcomes all responsible guests regardless of their race, religion, ethnic origin, marital status, sexual orientation, gender identity, or gender expression. We encourage our guests to be comfortable and be themselves while staying with us. There will be no covert or overt effort to impose any personal religious, political, or social convictions on any of our guests or to create an environment where personal convictions may feel unwelcome. We are grateful for and honor all of those we are privileged to host, and ask that all of our guests show respect and courtesy to one another.

**Extras:** If you wish to make your stay at the Ravenswood Inn a special and memorable experience, we can provide flowers from Affectionately Yours Floral or candy from Sweet Dreams Chocolates. If you have other requests, please don’t hesitate to discuss them with us. We will do our best to accommodate you!