

# THE FOXES INN ~ PRINT POLICIES

Check-in time Due to recent events we have temporarily changed our hours of operation, closing most days by 4pm. Please advise us in advance what time you would ideally like to check in and we will further discuss check in options. Early check in times are provided on a case by case basis, please call us with your request. Room rates are subject to change without notice. Please be aware that at this time we are not providing room cleaning during your stay due to Covid 19 precautions. Guests paying cash are required to provide a credit card for incidentals, which will be authorized for twice the rooms nightly rate. Guests paying cash must check in during business hours to avoid credit card charges. We require a cash deposit of \$500 which is due back to the guest after a review of accommodations upon check out. All room rates are based on double occupancy; unapproved, additional guests & children will incur fees. Check-out time is 11am. Unapproved late check outs will be charged \$20 per hour after 11am, if a guest has not departed by 1:30pm the fee is a full nights room rate.

When you arrive feel free to call us to meet you at your vehicle or in the garden if you are hesitant to visit with us inside. If you would prefer to join us in the house to check in, please take a seat in our parlor and we will enjoy our traditional, already socially distanced yet wonderfully warm check in. If you see the parlor is occupied, please follow the decorative tape along the floor & follow social distancing protocols as you wait for our Innkeeper to check you in. Kindly note that our parking is very intimate, please respect the space of others. The maximum capacity for our parlor right now is five people, including the Innkeeper. If you do not see an Innkeeper right away it may be because we have stepped away from the office to check in or assist a guest, we appreciate you being patient & understanding this can take some time.

You will be asked to select your breakfast from our menu at the time of check in. At that time you will be able to select your dining time and location. Breakfast is served either in your room or in our lovely garden from 8-10am. At this time we are not permitted to host any guests in the kitchen, we apologise in advance for any inconvenience this may have caused. Sadly we also have to request that during this uncertain time you refrain from visiting with us in the kitchen or the office. Dining party size is temporarily limited to four people per table, per dining time. If you have any special dietary requests please notify us upon booking. We will do our best to accommodate both special & dietary requests, however if you have specific grocery items you prefer to enjoy with breakfast (like gluten free bread or vegan sausages) please feel free to bring them and we will incorporate the items with your meal.

Cancellation Policy: A fee of \$15 per night per room administration fee if you cancel your reservation prior to ten days before your arrival. If you cancel within ten days of your arrival, you will be charged for each reserved night and room that the Foxes Inn cannot re-book. The Foxes Inn will make every effort to re-book the room so we can avoid charging you. If the Foxes Inn must discount the room to book it, then the customer who canceled will have to pay the difference. We will charge "no-shows" the full amount of their reservation. If you would like to change your arrival date up to ten days prior to your reservation, there is no fee. If you find you are sick or that you may have been exposed to COVID-19 reach out to us and we can easily reschedule your visit.

We are taking the health & safety of our guests and staff very seriously, if you are experiencing or have experienced any symptoms within three weeks prior to your stay please stay home. If you have been in contact with anyone who has been ill, please stay home to help prevent the possible spread of covid 19. We reserve the right to cancel reservations of those who are exhibiting symptoms of covid 19. If you arrive and appear ill we will have no choice but to turn you away and cancel your reservation, so please stay home if anyone in your party is feeling under the weather. While staying with us please practice social distancing at all times, wash your hands often and take advantage of the PPE we have available. With that said, please do not ask our staff to

enter your room in the mornings. We feel that is an especially high risk time to enter the accommodations. When you depart please open all windows and turn on all fans. Currently our rooms are vacant 24hrs minimum between stays.

A two night minimum is temporarily required seven days a week. We accept reservations for a single night stay 72 hours prior to the scheduled arrival date. Please call or email us with your request.

For the comfort & safety of our guests, Foxes Inn is a smoke & pet free property. Pets are not permitted to stay in guest rooms or vehicles while parked on the Foxes Inn property, nor may they be tied up to anything on the property or walked. Service animals are the only exception to this rule. We do not have bike racks and there is nothing that may be used as such on the property. Smoking is not allowed anywhere on the premises, which includes not only guest rooms but the grounds and the outside decks and patios. Guests smoking anything/burning incense/vaping in rooms will incur a minimum charge of \$350 for cleaning and possible repairs. Guests who bring pets in rooms will incur a minimum charge of \$150 for cleaning and possible repairs. The final charge will include all actual costs plus any lost income. In an effort to keep our Inn peaceful we ask that the Inn rooms and grounds are only enjoyed by guests of the Foxes Inn. If you are interested in hosting outside guests in your room or in the garden for breakfast please touch base with the manager for approval.

We are happy to arrange dinner reservations, wine tasting tours , flowers, massages, gourmet cheese and fruit trays, hand dipped chocolate covered strawberries, picnic baskets, sparkling cider etc. to make your stay even more enjoyable!

If you would like to do some wine tasting while visiting Amador County, be sure to swing by Helwig Winery for the VIP treatment- all you have to do is let them know you are one of our guests and you will receive complimentary tasting as well as 10% off of any wine you would like to purchase! Due to current events, Helwig Winery will be hosting wonderfully intimate tastings by appointment only. Please let us know when you'd like to pay them a visit and we will handle all the details or visit [www.helwigwinery.com](http://www.helwigwinery.com)!

If you have any additional questions or concerns, please don't hesitate to contact us at (209)267-5882. Please travel safe on your journey to visit us, we are looking forward to seeing you soon!

The staff at The Foxes Inn of Sutter Creek