



### **Inn at Miles Wine Cellars**

Welcome! We are delighted that you have decided to enjoy the amenities at the Inn at Miles Wine Cellars on Seneca Lake. We look forward to meeting you and making your stay with us as enjoyable as possible. Below you will find a list of our terms and conditions while staying at the Inn at Miles Wine Cellars. Please feel free to contact us anytime between now and the time of your arrive with any questions. **Once you have booked your room online or in person, a confirmation email that includes your personal entrance code will be sent to your email. Your Personal Entrance Code will allow you to enter the Inn at Miles Wine Cellars upon your arrival.**

### **Deposit and Cancellation Information**

#### **Deposit:**

As per our reservation agreement, we do require a Deposit equal to your first night's stay when booking in person, and payment in full at the time of booking online. This must be made with a major Credit Card in the name of individual who has made the reservation.

#### **Cancellation:**

Cancellations must be made by phone, within 14 days of your reservation. Your deposit will be refunded to you in full, minus a \$100.00 administrative fee at the time of your cancellation in the form of a check. Refunds will not be issued in the form of cash.

Cancellations made by phone less than 14 days prior to your reservation will not receive a refund of your deposit.

Cancellations made within 2 days of your reservation will not receive a refund of your deposit, and will be charged in full for the entirety of their reservation.

#### **Lost Key Charge:**

Guest(s) staying at the Inn at Miles Wine Cellars will be issued a traditional key to their room, for the entirety of their stay. All keys lost or stolen at the time of guest(s) departure will be charged a \$50.00 replacement fee per key, which will be automatically added onto the credit card on file.

#### **Damages:**

This is a beautiful historic home that has many cherished pieces throughout the guest rooms and common spaces. We do ask that you are respectful of the property on site. Any damages, mishaps or destruction to the property during guest(s) stay will be charged accordingly; at the discretion of the property owners and managers; and the guest(s) will be contacted directly for payment.

#### **Pet Policy:**

Although we love our furry friends just as much as the rest of our guests, we ask that you do not bring them with you during your stay. You will meet a few of our long time winery pets who may greet you at the door when you arrive, however they will not be joining you during your stay at the Inn at Miles Wine Cellars and we ask that your pets await you in the comfort of your home for when you return.

#### **Our Breakfast & Snacks:**

Our Continental Breakfast is prepared and served at 9am each morning. It consists of homemade muffins or breads, fruit, juice, coffee, tea, hot chocolate. We have the right to substitute and change items as needed. We also provide a snack and bottle of wine each afternoon for all guests to share in our Gathering Room. We ask that guests are considerate of others and mindful that this is provided as a courtesy for all.

**Ghost Disclosure:**

“Perhaps you will even get to share your stay with a resident from the past!” Proprietors Doug and Suzy have had many friendly encounters, and our staff is more than happy to share with you a few of the stories.

We do ask that you respect those that reside in the Inn at Miles Wine Cellars, and do not perform any activities (ex. Seances, Ouija boards ect.), that would disrupt their home or their being while you enjoy the comforts of our facilities. Please also note that with signing this agreement, you acknowledge that you may encounter some of our friendly guests from the past, and Miles Wine Cellars LLC is not responsible for any type of health concern that may arise during your stay due to chance encounters with our friendly ghosts.

**Waterfront:**

Inn at Miles Wine Cellars is located on the shore of Seneca Lake. We do open our lakefront and dock to the public during daylight. Please feel free to enjoy the waterfront during your stay; however we do ask that you please refrain from swimming as it is prohibited by guest(s) of the Inn or Winery. Guests who do not abide by this may be asked to leave the premises, and the balance for their stay will not be reimbursed.

**Special Needs:**

We want to make your stay as enjoyable as possible. Please let us know of any special dietary needs or food allergies that we should be aware of during your stay. We will do our very best to accommodate those while you are joining us. Breakfast is served at 9am. If you have desire to have food prior to this time, please note this in your booking agreement.

Please sign below if booking in person. By booking your room online you have agreed to the terms and conditions listed above while staying at the Inn at Miles Wine Cellars. **If booking directly in person with the Inn, one copy of this document needs to be returned with all overnight guest(s) signature(s) to Miles Wine Cellars either via email, fax or mail, 168 Randall Crossing Road, Himrod, NY 14842, Fax: (607)243-3827 or Email: Info@mileswinecellars.com to complete your reservation.** Failure to agree to these terms will cancel your reservation within 30 days of the date listed above.

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Signature of Guest \_\_\_\_\_ Date

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Signature of Guest \_\_\_\_\_ Date

\*\* If booking in person, once the Inn at Miles Wine Cellars has received this signed document you will receive a confirmation via email confirming your reservation. If booking online by booking your stay in full you agree to the terms above. Please print this confirmation code as you will need this to enter at the time of your reservation. If you have questions or need immediate assistance during your stay please contact Susan Hayes (607) 227-9262. We look forward to your arrival. \*\*