

Standard Cancellation Policy

- **Cancellation 30+ Days Before Check-In:**
You are eligible for a full refund, minus a 3% processing fee (calculated on the total reservation amount).
- **Cancellation 14–29 Days Before Check-In:**
You will receive a 50% refund.
- **Cancellation 13 Days or Fewer Before Check-In:**
No refund is available.

To initiate a cancellation, please contact us at fountainplaceinn@gmail.com

Extenuating Circumstances Policy

If unforeseen events occur after booking that make it impossible or legally prohibited to complete your reservation, our Extenuating Circumstances Policy takes precedence over the Standard Cancellation Policy. In such cases, you may be eligible for a full refund.

Covered Events

An “Event” refers to situations that occur after booking, were unforeseen at the time of reservation, and prevent or legally prohibit completion of the reservation. Examples include:

- **Changes to Government Travel Requirements:**
Unexpected changes in visa or passport requirements imposed by a government agency that prevent travel (excluding lost or expired documents or personal travel authorizations).
- **Declared Emergencies and Epidemics:**
Local or national emergencies, epidemics, pandemics, or public health emergencies declared by a government that prohibit travel.
- **Government Travel Restrictions:**
Official travel bans or restrictions imposed by a government agency that prevent travel to, staying at, or returning from our location. (Please note that non-binding travel advisories are not covered.)
- **Military Actions and Hostilities:**
Acts of war, invasions, terrorism, civil unrest, and similar hostilities.
- **Natural Disasters and Severe Weather Events:**
Natural disasters, acts of God, large-scale utility outages, and other severe weather conditions that significantly impact travel.

Non-Covered Events

This policy does **not** cover events outside of the above. Examples of non-covered events include:

- Unexpected illness, injury, or personal disease.
- Personal obligations (e.g., jury duty, court appearances, or military duties).
- Cancellation or rescheduling of events for which the reservation was made.
- Transportation disruptions (e.g., road closures, flight, train, bus, or ferry cancellations) that are not directly related to a covered event.

In non-covered cases, the refund will be determined according to our Standard Cancellation Policy.

Documentation and Cancellation Process

If you believe your situation qualifies under the Extenuating Circumstances Policy, you may be asked to provide documentation or evidence supporting your claim. Please contact our reservations team at [insert contact details] to start the cancellation process.

We hope this policy provides clear guidance. If you have any questions, please don't hesitate to reach out to us.