

AMARGOSA OPERA HOUSE & HOTEL LODGING POLICIES

This Hotel is an exclusive property where every guest reservation is both important and special to us. If your travel plans change and you must cancel your reservation, you MUST CANCEL your booking through the website (booking.com, expedia.com, etc.) you used to make the reservation at least 24 hours* prior to your arrival date. If you booked through our website or on the phone, you MUST CALL us at least 24 hours* prior to your arrival date or a cancellation fee or full charge will apply at our discretion.

IF YOU ARE ARRIVING AFTER 8PM, PLEASE NOTE THAT THERE IS A "LATE ARRIVALS" BOX LOCATED NEXT TO THE FRONT DOOR OF THE HOTEL. In it, you will find an envelope with your name on it. Inside the envelope, you will find the key to your room and instructions on how to enter the building. We will charge the card we have on file on the day of arrival. Your receipt will be attached to the welcome letter.

In the event that you must cancel with less than 24 hours* notice, shorten your stay or check out early, please understand that you remain responsible for your entire reservation costs and all taxes associated.

*24 hours being 3pm day prior to check-in.

Rates/policies are subject to change and vary during high impact periods and special requests. *A 14 day cancellation notice is required on bookings of 4 or more rooms, or 1 or more rooms for 4 or more nights, and for some holidays and special events. For bookings of 4 or more rooms or 1 room for 4 or more nights, there is a non-refundable deposit of 50% required up front and the 14 day cancellation policy applies. We will contact you if this is the case with your booking.

Payment method on file is processed on the date of reservation prior to check-in.

Check-in: 3:00 PM - 8:00 PM. Lobby closes at 8:00 PM. If arriving outside of check-in times, please SEE ABOVE INFORMATION regarding LATE ARRIVALS.

Check-out: 11:00 AM.

Absolutely NO SMOKING (tobacco or marijuana) inside; however, designated outdoor smoking areas are available. Please use the butt cans provided. There will be a \$250.00 fee to clean a room that has been smoked in.

HOTEL DAMAGE FEES

I understand and agree to be held personally liable for any and all damages caused by myself or a pet to hotel property or room contents and accept the responsibility of all fees that may be charged against my account if applicable. All fees subject to tax:

Non-returned key fee: \$10.00

Non-returned DVD fee: \$15.00

Non-returned hair dryer fee: \$45.00

Linens/fabric damages: Full Replacement Cost

Window treatment damages: Full Replacement Cost

Bedspread replacement \$125.00 each

In-room carpet shampooing \$50.00

Excessively dirty room cleaning fee \$50.00

Carpet damages: Full Replacement Cost
Furniture damages: Full Replacement Cost
Pet waste clean-up fee: \$20.00 per occurrence

PETS

There is a \$25 non-refundable (per stay) charge for every pet staying in your room. Please contact us for further details.

GIFT CERTIFICATE POLICIES

Gift certificates must be presented at check-in along with a valid driver's license. Gift certificates are not transferable. Any remaining amount on gift certificates can be used at a later day up to the expiration date. Gift certificates cannot be redeemed for cash. All sales taxes and room taxes must be paid by bearer of certificate.

CREDIT CARD SERVICES

Security

Your order information is stored using established industry best practices, and its transmission and storage complies with the most recent and secure credit card industry guidelines. Only you and Amargosa Opera House and Hotel can access your order information.

Privacy

Your privacy is important to us. Your order information is only accessible to Amargosa Opera House and Hotel and is never made available to any other party. The ways in which Amargosa Opera House and Hotel may use your order information are described below.

Email address. Your email address is used as the means of communication between Amargosa Opera House and Hotel and you.

The Amargosa Opera House and Hotel may send you email about future events only if you have chosen to receive these emails at purchase time. This preference is updated each time you place an order and may be updated at any time by contacting the Amargosa Opera House and Hotel.

Other purchase details. Your name, address, and phone number will be used to complete your payment. Your credit card number is used only to process your payment and is never retained by Amargosa Opera House and Hotel. The Amargosa Opera House and Hotel may use your phone number (in addition to or in place of your email address) to contact you in case of changes or cancellation.