1) ROOMS: We currently offer four guest rooms or "whole home" rental.

WHOLE HOUSE RENTAL

Renting all four rooms simultaneously is considered a "Whole House Rental" and requires a 50% non-refundable deposit. It includes exclusive use the guest room wing, recreation room, dining room, facility kitchen *on request only, and outdoor area. The gift shop, banquet room, and foyer may be open to the general public during your stay. Rates include access to the breakfast bar only. Homecooked breakfast can be added at an additional charge of $15 per person, per morning.

INDIVIDUAL GUEST ROOMS

Individual room rentals are offered based on availability. They include 24/7 access to a light snack, coffee, and breakfast bar. Homecooked breakfast can be added optionally at $15 per person, per morning. A refundable* deposit is required at booking. Individual room rental includes access to all common areas and the recreation room.

MULTI-NIGHT GROUP RESERVATION

A multi-night group reservation at the Mill House Bed & Breakfast is defined as reserving three (3) rooms for three (3) or more consecutive nights. The multi-night group reservation requires a 50% non-refundable deposit, and includes the use of the rooms reserved, all common areas, and the recreation room. Includes 24/7 access to a light snack, coffee, and breakfast bar. Homecooked breakfast can be added optionally at $15 per person, per morning.

2) ROOM FEES

Each room is priced according to the amenities and size of the room. In addition to the general nightly rate, your stay will be charged a daily rate of 1.5% state lodging tax plus 8% city lodging tax, in accordance with Oregon's lodging tax requirements. ***AS OF JANUARY 1, 2027, the state lodging tax rate will increase from 1.5% to 2.75%.** Any additional television charges incurred will be added to your bill. For any additional guest beyond double occupancy (2 guests), the following charges will apply: $20 per adult guest 18 years of age and older; $14 per youth guest 12 - 17 years of age; no charge for children 11 and under.

Any fees for damages to the rooms will be automatically added to the credit card on file. We will always do our best to provide a complete bill after check-out, but do reserve the right to charge additional fees for unknown television or room damage charges after your departure.

3) DEPOSITS (PLEASE REFER TO SECTION 4 FOR CANCELLATION/RETURN OF DEPOSIT INFO)

- **One-Night Stay** – Refundable***** deposit of 100% of the balance on the room rate taken at time of booking. *Please refer to section 4 for cancellation/return of deposit info*.
- **Two+ Nights** - 50% refundable deposit***** on the room rate taken at time of booking, balance taken after checkout. *Please refer to section 4 for cancellation/return of deposit info*.
- **Multi-Night Group Reservation** - 50% non-refundable deposit on combined room rates taken at time of booking, balance taken after checkout. *Please refer to section 4 for cancellation/return of deposit info*.
- **Whole House Rental -** 50% non-refundable deposit on Whole House Rental rate taken at time of booking, balance taken after checkout. *Please refer to section 4 for cancellation/return of deposit info*.

4) CANCELLATIONS/RETURN OF DEPOSITS

Every reservation we receive is special to us. We take great care in preparing for your arrival - from room preparation to breakfast preparation.

While we understand that life isn't always predictable and plans change, we do request that you contact us as soon as possible, but no less than seven (7) days prior to your check-in date, to let us know of your changes. At that time, your *refundable* deposit will be returned, ****less a $15 cancellation fee*** that covers processing and administrative charges. **Non-refundable deposits as outlined above will not be returned. Refundable deposits will not be returned if cancellation is made with less than seven (7) days to check-in.**

If your cancellation is received less than seven (7) days prior to your check-in date, you can re-book your stay for another date. If re-booking is not possible, your refundable deposit will be forfeited.

5) RESERVATION AND HOUSE POLICIES

ARRIVAL & DEPARTURE

Check-In –

April - October stays: We look forward to your arrival at 4:00 pm or after on the day of your arrival. **Please no arrivals prior to 4:00 pm and please let us know if you plan to arrive after 7:00 pm.**

November - March stays: We look forward to greeting you at 2:00 pm or after on the day of your arrival. **Please no arrivals prior to 2:00 pm and please let us know if you plan to**

arrive after 7:00 pm. We can also arrange for self check-in if you do not opt for a tour of the inn.

Please note: We do not typically offer early check-in, so we kindly ask that you arrive within the specified check-in window.

Unless we arrange self check-in, just ring the doorbell at the front entry when you arrive. Roger and Shani Hodge are the sole owners and employees on premise. We do not operate a front desk/office. As we are to and from with property management, family household tasks, and Roger's business, we may not always be at the main entrance to our facility. If for some reason we do not promptly greet you upon arrival please call Shani at 541-295-5650 so we can check you in. If you are unable to arrive during our standard check-in time range, please be sure to contact us via email or at 541-295-5650 ahead of time so that we can make other check-in arrangements.

Check-Out – To ensure the readiness of your room to our next guest we ask that you are ready to check out by 11:00 am on the date of departure. We are always sad to see our guests go but are happy to have met you and hope to see you again!

FOOD & BREAKFAST

A light breakfast/snack bar is available around the clock, as is Keurig coffee and an electric teakettle. Freshly brewed coffee is available in the dining commons starting at 7 am. This is included with each stay.

Should you like fresh, homecooked breakfast, it can be added to your stay for an additional $15 per person, per day, at the time you check out.

You are more than welcome to enjoy breakfast in your room, or use the common dining area. We do request that you maintain a tidy space free of food debris in order to keep our facility pest-free, so kindly clear food from your room when you are done eating. A refrigerator and microwave are available for your use in the common dining area.

We are happy to accommodate dietary needs as best able. Please let us know prior to your arrival if possible if you have any allergies, dietary requirements, or food aversions.

SMOKING

The Mill House Bed & Breakfast home and grounds are smoke-free. You may smoke at the edge of the guest lawn near our north entrance (near the mailboxes) or in your vehicle. Please dispose of all trash and cigarette butts in proper trash receptacles.
A $250 cleaning fee will be assessed should a guest choose to smoke indoors. Any guest choosing to smoke indoors will also be charged all fees associated with upgrading

subsequent guests to a different room due to lingering smoke-related extraordinary cleaning.

CHILDREN
We adore children and happily welcome kiddos into our home. An adult must be present with any children for the duration of your stay; children (under 16) may not be left without an adult (18+) on the premises.

PETS
We also adore animals. However, to ensure the comfort of all our guests, we are unable to accommodate pets. Only ADA recognized service animals are authorized in the building; ADA certification documents are required to be presented upon arrival. Animals whose function is to provide comfort or emotional support (ESAs) do not qualify as service animals according to Federal and State ADA Law and are not permitted in The Mill House. No other animals are allowed in the inn at any time.

Should pet owners choose to allow their animals on the property grounds outside, we require all waste to be picked up immediately. Please feel free to request a bag if you need one. No guests or animals are allowed use of the south, gated yard, as this is our private yard. We are not liable for any injuries caused by animals to any person or animal on the Mill House Bed & Breakfast grounds.

Any animals who have aggressive tendencies are absolutely prohibited in order to ensure the safety of our guests, visitors, family, and animals. We reserve the right to cancel the remainder of your stay without notice or refund if your animal who is using the inside or outside grounds causes any disruption or damage in or around The Mill House property.

A note for our guests with pet allergies: We do have family animals that are strictly prohibited from the main level of the facility. We will always do our very best to maximize the comfort of your stay.

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We look forward to meeting you, and hope you find our little piece of Hines as fascinating as we do. The agreement above is required to be acknowledged by the cardholder to confirm your reservation. We do reserve the right to refuse business without refund if there are extenuating circumstances, but will always do our best to accommodate your stay. Don't hesitate to reach out if you have any questions before your arrival. We will only ever contact you from themillhouseinhines@gmail.com, 541-295-5650 (business line), and/or Square.