



TRYON RESORT CANCELLATION POLICY

RESERVATION REQUIREMENT: A 50% non-refundable deposit is due at time of booking. The balance of your reservation will be due at check-in.

CANCELLATION POLICY: If you need to cancel your reservation for any reason, a cancellation fee equal to one night's stay will be charged. The remainder of your non-refundable deposit will stay on your account as a credit for a future stay.

EARLY DEPARTURE POLICY

There will be an early departure charge of a one night's rate if you check out prior to your scheduled departure date. If booked with a minimum night requirement or as a holiday package, you will be charged the full cost of your reservation. This is only applicable to a package code rate.

ARRIVAL/DEPARTURE CHANGES: *Changes must be made 7 days prior to arrival.*

NO SHOW: If you do not arrive on the first night of your reservation, a no-show fee equal to two night's stay (one night for one-night stays) will be charged to your reservation and the reservation will be canceled by 2 pm the following day. The remainder of your non-refundable deposit will stay on your account as a credit for a future stay.

CHECK IN/OUT: Check in 4:00PM. Check out is at 11:00AM. Please notify the lodging office of your departure. You may stop by or call us at 828.863.1015.

NON-SMOKING FACILITY: All accommodations are Non-smoking. Additional cleaning fees will be charged should smoke be detected.

DAMAGE POLICY: We reserve the right to charge guests for any willful and/or reckless damage to our property. Such damage will be documented, cleaned when possible, and replaced when necessary.



PET POLICY: Pets are permitted in guest accommodations with a fee of \$25.00 per pet per day or \$150.00 per pet per week. Please note that our pet policy extends only to dogs. Extreme, exotic, or wild animals are not allowed. The guest will be required to sign a document accepting complete financial responsibility for any damage, personal injury or disturbance caused by the dog(s). Each room with a dog(s) will be charged a cleaning charge of \$250 per stay (the charge is per room not per dog). At no time may the dog be left alone in the room. In the event that a dog begins to bark or is the cause of guest complaints, the guest will be asked to remove the pet and may be liable for financial compensation to those guests disturbed. Guide dogs for the blind or otherwise disabled are exempt from our pet policy. Dogs whose sole function is to provide comfort and companionship do not qualify from this exemption under the ADA guidelines.

Lodging Office can be reached during business hours at 828-863-1015. For immediate assistance after hours, please contact Security.

Security is on location 24 hours a day and can be reached at 828.863.1019.

Rooms are required to be inspected and/or serviced by resort staff at least once every 48 hours to ensure the safety and security of guests as well as to protect the condition of the property.