

Policies

Below you will find our policies at the Douglas House. Our goal is to provide all of our guests with a uniquely enjoyable vacation experience. We have developed these policies to help us be consistent in the way we treat every person, to be good neighbors, and to remain in business.

Thank you for understanding

Rate Changes:

From time to time we may find it necessary to increase or reduce rates due to fluctuations in the tourism industry. The rate you received when you booked your reservation will not be affected by these rate changes and no discounts will be applied to reservations that have already been made. Additionally, there will be a 2.5% service fee applied to all reservations.

Deposit Policy:

A Deposit is required to make a reservation. The deposit must be equal to the first night's room charge plus tax and a 2.5% service fee. On reservations for New Years and Fantasy Fest, the deposit shall be 50% of the total.

Deposit Refunds:

In Order to be eligible for a refund of your deposit less a \$50.00 fee, you must provide notice of cancellation at least 2 weeks prior to the beginning of your reservation. If you cancel within 2 weeks of your arrival date you will not be eligible for a refund of your deposit. For Holidays and Special events and group reservations you must provide notice of cancellation 90 days prior to your arrival date to be eligible for a refund of your deposit less a \$50.00 cancellation fee. There will be no refunds for shortened stays.

In order to run an effective business and continue to provide the best possible services to our guests, we must strictly adhere to our deposit refund policies. It is important that those making reservations with us understand that the deposit is like a "*payment*" for taking a room "*off the market*". Because this room is "*off the market*", we will turn other potential guests away. This also guarantees you the specific room you requested and are expecting.

Group Reservations:

Group Reservations are defined as reservations that include more than three rooms. Cancellation of group reservations must be made at least 30 days prior to the arrival date.

When the entire reservation (all rooms) are under a single name, room assignments, and persons responsible for payment, shall be coordinated with the Douglas House staff prior to the arrival date.

Check-in time is between 3:00pm and 9:30pm:

However we understand that many of our guests are traveling long distances to get to Key West and may be arriving at different times. Should you arrive before 3:00pm and your room is ready you are welcome to check-in early. If your room is not ready yet we can check you in and direct you to parking and store luggage until the room is ready for you. If you are going to be arriving after 9:30 pm please notify us in advance so we may make special arrangements for your arrival.

All reservation balances are due at time of arrival. We will need to see the credit card used for the deposit at check in or another form of payment will be needed.

Check-Out Time is 11:00am:

Special arrangements can be made to store luggage, after check-out if you should wish to enjoy more time in Key West. If you wish to remain in your room after 11:00am there will be a \$15:00 charge per hour until 1:30pm. If you need to stay after 1:30pm you will need to book for another night. Keep in mind the room you are in may be booked for the night. Please check with the office for all late check-outs.

Children:

It is important to us to provide a peaceful and relaxing environment for all of our guests. For this reason, we only allow children that are at least 16 years old without prior approval.

Pets:

We do have a couple of pet friendly rooms. There is a \$25.00 per night pet fee. Please contact the Douglas House via phone to make a reservation with a pet.

Smoking:

Smoking is permitted on porches, balconies, and in the garden areas. All of our rooms are NON SMOKING and there will be a \$250.00 fee for smoking in the room.