

# Pleasant Grove Policies

Welcome to Pleasant Grove Farm. We are here to make your stay as Pleasant as we can. Do not hesitate to ask if you need anything. Here is some helpful information.



- If you booked with us, two weeks prior to arrival the amount of your stay *may* be preauthorized (pending charge). Cancellation within 14 days of arrival will be charged the greater of half of the total stay or one night's rent. Cancel via phone or email. Taxes (7%) are not included in the room rate. We only accept Mastercard, Discover and Visa. Cancellation via other booking agents (Flipkey, AirBnB, Hotels, Trivago, Homeaway, etc) will vary.
- Depending on your bank, our charges will show as "Rentpayment, Innpayment, or Yapstone".
- Check-in after 4 PM and Check-out by 11 AM unless other arrangements are approved in advance. We need this time to clean and ready for our next guests. We do not provide breakfast.
- Guests may have visitors within reason. Groups larger than 8 should use the picnic shelter, capacity 30. A 25-seat meeting room is also available. Prior arrangements must be made.
- Please no smoking inside, smoke outside. Damages and extra cleaning fees may be charged.
- **Pets.** We know how important they are but please ask us. **For the Cottages:** Generally a dog under 20 pounds is OK. Otherwise please ask. **For the Scout Cabin:** Within reason.
- We will clean the unit and change linens and towels after your departure or weekly. Please place your towels and sheets in the shower prior to departure. Please wash all utensils used.
- Trash can be placed in the dumpster located at the entrance.
- Guests are responsible for damages other than normal wear and tear. Guests are advised to review the notify management at check-in if there are damages. Damages and missing items will be repaired or replaced at management's option and an itemized list of charges will be provided to the guest for payment. Indiana Administrative Code applies.
- Internet WI-FI is available with an open network (no passcode). Local TV and ROKU Internet TV are available. Directv available in the Cottages only.
- Our snow removal is limited and can take a day or more. If your arrival is delayed because of snow or other extreme weather, you will not be charged. If you are unable to depart as scheduled, you will not be charged for the extra time. Watch the weather if you need to be somewhere and delay or depart early!

**Thank you for your visit. We hope you enjoy Pleasant Grove Farm as much as we do.**

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