

Lane Street Inn Cancellation and Refund Policy

We understand that unexpected circumstances could arise that may require you to cancel your guestroom reservation and/or your planned event here at Lane Street Inn. While we strive to accommodate most situations, we must place some limitations on how cancellations and refunds are handled in order to be fair to all who wish to use the facilities of Lane Street Inn.

We are a small business. When you reserve dates to use our guestrooms or the event venue, we block those dates so that they cannot be reserved by any other party. If you subsequently cancel a reservation or event, we lose any potential revenue that could have been earned had the dates you blocked been available for others to book.

Cancelling Guestroom Reservations and No-Shows

Typically, we require a deposit equal to the entire cost of one night's stay per room reserved (including tax). Cancellation requests may be submitted via US Postal mail, e-mail or telephone; however, you must receive a reply from us acknowledging your cancellation request before it will be considered valid. Once acknowledged, you will receive a cancellation code and a refund (if applicable) will follow.

Refunds are issued only to the party whose credit card or checking account was used to pay the deposit.

Our cancellation policy for guestroom reservations is as follows:

- 100% refund of deposit is provided if cancellation is requested 31 days or more prior to scheduled arrival date.
- 80% refund of deposit is provided if cancellation is requested 15 to 30 days prior to scheduled arrival date.
- No refund of deposit is provided if cancellation is requested 14 days or less prior to scheduled arrival date.
- Gift Certificates and Coupons are rendered void if used for a room reservation that is subsequently cancelled.
- No-Shows - In the event that a guest does not arrive on their scheduled check-in date, the full deposit will be forfeited or the guest's credit card will be charged for the entire cost of one night's stay per room reserved (including tax).

Cancelling Event Venue Reservations

Typically we require a deposit of 50% to 80% of the total quoted Event Fee (plus tax) at the time of booking with the remaining balance due no less than 30 days prior to the first date of the scheduled event. For events scheduled to take place within 30 days or less from the time of booking, full payment (100%) of the total quoted Event Fee (plus tax) is due at the time of booking.

Every event is different and we try to be as accommodating as we can if a cancellation is requested; however, Lane Street Inn customers must understand that when dates are blocked for an event, we take those dates off the books and deny availability of those dates to any other customers who inquire about them.

As part of booking your event, Lane Street Inn staff spend many hours preparing quotes, determining availability of and reserving equipment as well as often fielding phone calls from guests invited to your event or others associated with your event. As a result of our efforts in coordinating and booking your event, the maximum refund will never exceed 90% of the deposit received. The dollar amount retained by Lane Street Inn is for services rendered and may also be considered a Cancellation Fee.

RENTAL EQUIPMENT CONTINGENCY – If any portion of the client's deposit used by Lane Street Inn to secure rental equipment and/or services on behalf of the client is not returned to Lane Street Inn by the third-party vendors contracted, then that portion of the client's deposit becomes non-refundable. All of the refund tiers noted below are subject to Lane Street Inn's receipt of deposits returned from third-party vendors contracted for the event in question..

- Refunds are issued only to the party from whom payment was actually received as evidenced by the credit card or checking account used or via an original cash receipt.
- Cancellation of scheduled events must be requested in writing. Cancellation requests received via e-mail, voice mail or any other electronic means will not be accepted.
- 90% refund of deposit (less rental equipment contingency if applicable) is provided if cancellation is requested 91 days or more prior to scheduled event.
- 75% refund of deposit (less rental equipment contingency if applicable) is provided if cancellation is requested within 61 to 90 days prior to scheduled event.
- 50% refund of deposit (less rental equipment contingency if applicable) is provided if cancellation is requested within 31 to 60 days prior to scheduled event.
- No refund of deposit is provided if cancellation is requested 30 days or less prior to scheduled event.
- If a credit card was used to book an event, the card will be charged the amount of deposit that would be retained by Lane Street Inn per the terms outlined above.

We try to be fair and to accommodate unforeseen changes in scheduling that may occur; however, cancellations directly impact our revenue potential. As a result, the policies outlined herein are rarely waived.