



**Given our small size, our unique setting and our desire to exceed expectations, we want you to be fully aware of the Hideout's general policies.**

#### LENGTH OF STAY:

We require a 3-night minimum stay, but please contact us by phone if you're interested in one or two nights. Exceptions are made on an individual basis.

#### ROOM RATES:

Nightly rates vary by room and by season and are subject to taxes and fees as follows: 6% sales tax, 2% lodging tax and 2% resort fee.

- The rates include a fresh, hearty, homemade breakfast served to all guests at 8 AM, free parking and free Wi-Fi.

- Guests also have access to a 24/7 beverage and snack bar, a full-size refrigerator and microwave, a gas grill, laundry facilities (when not in use by B&B), great room with fireplace, a piano, a small library, board games and puzzles, satellite television, and an outdoor fire pit.

- And we loan out items like hiking poles, binoculars, coolers, picnic blankets, sunscreen and bear spray.

#### EXTRA PERSONS:

Maximum occupancy for the guest suite is 4, and for each of the other guest rooms is 2. If we are able to accommodate an extra person via a built-in window seat, a sofa or a twin-size air mattress (which will depend upon the room selected), there will be a \$25 per person per night charge for those over 12 years of age. Extra persons must be discussed and confirmed with the innkeepers prior to booking.

#### DEPOSIT POLICY:

We require a 50% deposit of the total cost to confirm your reservation. The remaining balance is due 30 days prior to your arrival and will be processed automatically unless instructed otherwise. For reservations made within 30 days of arrival or those made for one night only, you will be charged in full at the time of making your reservation. And, for "same day" reservations, you will need to contact us by phone. Please note that we accept Visa, MasterCard, Discover and American Express.

#### CANCELLATION POLICY:

The following policy pertains only to reservations made directly with us via phone or our website. Reservations made through other online travel agencies or sources are bound by the cancellation policies of those agencies.

For cancellations made at least 30 days prior to arrival, we will provide a full refund. For cancellations made within 30 days of arrival and for no-shows, all monies (that is, the charges for the entire reservation - deposit, remaining balance, taxes and fees) will be forfeited. Should we be able to re-book the cancelled room per our policies and reservation system settings, we will promptly refund the initial deposit.

#### CHECK-IN:

Between 4-7 PM.

Given our lack of front desk and staff, we do not do early or late check-ins unless you contact us 24-48 hours prior to your arrival to make special arrangements. We also discourage check-in after 10 PM in order to limit disruption to other guests (though we certainly understand travel delays occur).

Should we miss you during our check-in period, you will find a note on the front door from us.

#### CHECK-OUT:

By 10 AM.

#### SMOKE-FREE PROPERTY:

The Hideout is a smoke free property both indoors and out. For our purposes, smoke free means no smoke producing tobacco products, and no e-cigarettes, vaporizers or other nicotine delivery devices. Offending guests may be asked to leave the property.

#### ACCESSIBILITY:

As the home has multiple levels due to its hillside location, guests will have to use stairs to enter and move around the home. The innkeepers are available to assist with luggage handling. Also, we recommend your rental vehicle have all-wheel drive and good tires with visible tread. This will help you better navigate our driveway and other gravel roads throughout the valley, no matter the weather conditions.

#### CHILDREN:

Children are welcome at the Hideout, but the unique layout and design of the home requires parents to keep a close watch. For very young children, we have both a portable pack 'n play (with bed linens) and a high chair ready for your visit.

#### HOUSEKEEPING SERVICES:

Your room will be cleaned each day, generally between 9:30 – 11:30 AM. Towels will be changed out at your request, and bed linens will be changed out for stays of 4 or more nights.

#### CONCIERGE SERVICES:

We welcome the opportunity to assist you in planning your visit to Jackson Hole, and we are more than happy to recommend some of our favorite activities, attractions and restaurants. But we request that you make any reservations individually as customer information and deposit policies will vary across providers.

For more personal assistance, please reach out to Bridget Brennan, owner of Jackson Hole Concierge, who can be reached at [bridget@jacksonholeconcierge.com](mailto:bridget@jacksonholeconcierge.com) or 307-264-2182.

#### WHOLE INN RENTAL:

We'll work with you to make that small special gathering even more special. Please contact us directly to discuss your needs.