



Addendum B
Land's End Group Lodging Agreement
Guest Policies for Hotel Rooms

Hotel Check-in

Check-in time is at 4:00 PM. An early check-in can be requested at the time of booking but is not guaranteed. Registered guests must present ID and the credit card used for booking, at check-in. Only registered and listed guests will be issued keys at the desk with proof of identification.

Hotel Check-Out

Check-out time is 12:00 PM. Between mid-September and mid-May, a late check-out can be requested at the Front Desk but cannot be determined until the day of departure. Late check-outs are not allowed in the busy months.

Reservation Guarantee

Land's End requires collection of a deposit at the time a reservation is made. This deposit will be equivalent to 2 night's charges, including tax. If reservation is for 1 night only, then the deposit will be for only the 1 night's charge, including tax. Guest must be at least 18 years of age to register for a Hotel Room.

Cancellation Policy

A reservation must be cancelled by phone, email, or in person at a minimum of 48 hours prior to 4:00 PM on the arrival date to qualify for a full deposit refund. Any confirmed reservation dates occurring within 48 hours of the cancellation request will be charged in full. If we are able to resell the cancelled dates that occur within 48 hours, we will refund the charges. Land's End is not responsible for weather conditions, personal emergencies, or schedule changes that result in reservation changes.

Early Departure Policy

If a guest requests to depart earlier than their scheduled departure date, any confirmed reservation dates occurring within the standard 48 hours of cancellation request will be charged in full.

No-Show Policy

If a reservation is confirmed but the guest does not arrive as scheduled, the reservation turns into a "No-Show". When this happens, the initial deposit will be retained. Any additional nights on the reservation will be cancelled.

Smoking Policy

The Smokefree Alaska Law (AS 18.35.300 – 18.35.399) is a state law that prohibits smoking and vaping in workplaces and public places, protecting the health of all Alaska workers, residents and visitors. Smoking and vaping devices include e-cigarettes, vape pens/personal vaporizers and e-hookah, whether or not the device contains nicotine. Land's End and its buildings, rooms,



and decks/porches/balconies are 100% smoke free. The definition of smoking in the Smokefree Alaska Law includes marijuana smoking. Land's End does not permit the smoking of tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, etc. Under the Smokefree Alaska Law, smoking and vaping is not allowed within 20 feet of an entrance, open window, or heating or ventilation system air intake vent. Smoking is only permitted outside and at least 20 feet from any doors or windows. If there is evidence of smoking of any kind, in your room or on the deck/porch/balcony, there will be a non-refundable charge of \$200.00 plus tax.

Cooking Policy

The safety of our guests, staff, and this facility is extremely important to us. It is against hotel policy to have any cooking appliances (besides the microwave, mini-fridge, and coffee maker units that are provided) in the rooms or on the decks/porches/balconies. Any guest out of compliance with this policy may be required to leave and/or pay a non-refundable damage fee of \$200.00 plus tax. Grills are expressly prohibited from being used on any deck/porch/balcony.

Beach

Driving on the beach in front of the hotel or Lodges is strictly prohibited. Camping and the use of tents is also strictly prohibited.

Bon Fire Policy

Fires are not allowed on the beach in front of the hotel or the restaurant. This is due to the extremely dry and hazardous conditions around the property, but also due to the high volume of complaints received when smoke permeates guest rooms. Burning driftwood is not permitted in the city of Homer. Small fires which do not interfere with other guests, and are smaller than 3 feet in height, width, and length, are permitted on city property north of Land's End. However, we request that your fire be at least 50 feet from any building, stairs, or structure, below the high tide line, monitored continuously, and thoroughly extinguished. Fires and large gatherings on the beach will be restricted after 10:00 PM. If we receive any complaints due to a fire, we will require it to be extinguished immediately.

Hotel Stay-Over Service

During this time daily Stay-over Service is suspended until further notice due to COVID-19. If you require any new linens or extra amenities, please visit, or call the Front Desk during your stay.

Excessive Cleaning Policy

If restoring the room to a standard rentable condition takes an extra ordinary amount of time or effort, the reservation will be subject to maintenance, deep cleaning, administration, and/or third-party fees. Extra cleaning fees may be charged to guests who left rooms with excessive waste strewn around, left the room in an unsightly condition or in state of disrepair. Labor to perform unexpected cleaning such as shampooing furniture or carpet, or removal of excessive amounts of garbage, and other non-typical services will result in additional cleaning fees to the guest at the rate of \$35.00/hour plus tax.



Damages Policy

Damage to rooms, fixtures, and furnishings, including the removal of electronics, appliances, equipment, linens, artwork, etc. or any damage to hotel property, whether accidental or willful, is the responsibility of the registered guest for that room. Any costs associated with repairs and/or replacement will be charged to the registered guest.

Appliances & Cooking

All hotel rooms at Land's End are equipped with a microwave, mini-fridge, and a cup-at-a-time coffee maker. Vending & ice machines are available in two locations on hotel premises with a variety of items that can be purchased with U.S. cash currency. Some items are also available for purchase in our Gift Shop when it is open.

Fitness Center

Our Fitness Center is for the exclusive use of our registered guests. It features an indoor sauna, small indoor heated soaking pool, and an outdoor waterfront hot tub overlooking beautiful Kachemak Bay. The Fitness Center is open daily from 8:00 AM to 9:00 PM. Minors under 16 must be accompanied by adult supervision. Minors under 18 are not permitted after 8:00 PM, regardless of supervision. There is no food or beverage allowed in the Fitness Center, with the one exception of water bottles. Alcohol and glass containers of any kind are strictly prohibited. If evidence of these rules being violated is found, future access to the Fitness Center for you and your guests will be indefinitely denied.

Currently Available by Reservation Only: Reservations can be made by calling or visiting the Front Desk. Reservations are limited to 30 minutes, only one family at a time, and only one amenity per family per day. Reservations can be made by calling the Front Desk at 907-235-0400, during check-in or anytime during your stay. Due to high demand and limited availability, booking in advance is highly recommended to secure your reservation.

Quiet Enjoyment

Our guests have right to quiet enjoyment during their stay. Enforced Quiet Hours are 11:00 PM to 7:00 AM. If you become aware of a disruptive guest or situation, please contact the Front Desk staff immediately. If you are found to be responsible for an unreasonable impact on your neighbors, you will be asked to vacate your room without a refund.

Parking Policy

The Land's End parking lot is reserved for registered guests and Chart Room restaurant patrons only. Land's End shall not assume liability or responsibility for any vehicle, occupants or contents while operated or parked on the hotel property. Vehicle repairs are not permitted on hotel premises. If you have a trailer, boat, or any oversized or extra-long vehicle, please see the Front Desk for instructions on where to park. Unfortunately, these listed vehicles are not permitted to park at Land's End or the Lodges.



Free Wi-Fi Access

Land's End offers free Wi-Fi for our registered guests. The Wi-Fi access information will be issued at check-in. Due to our location and possible interference from other local wireless sources, Wi-Fi signals are subject to change without notice. We will do our best to resolve issues immediately when they are reported.

Business Center

The Front Desk can help print documents if emailed to frontdesk@endofthespit.com. We can also provide assistance with faxing, copies, or even limited online research as time allows. Some of these services may incur a minimal charge, please check with the desk in advance for these details.

Staff

Our staff have the right to not be subjected to any behavior or abuse that includes, threats of physical harm or violence, inappropriate religious, physical, cultural or racial insults, or homophobic, sexist or other derogatory remarks. We reserve the right to refuse service to any guest who is abusive or inappropriate.

Solicitation of staff is strictly prohibited.

