

Classen HomeStay is an exclusive property where every guest is important and special. We have created a place for our guests to Relax ~ Breathe ~ & Create.

Our policies and customs are designed for the security, safety and enjoyment of all of our guests. Classen HomeStay is a private Christian establishment and guests are requested to adhere to a code of conduct that is not offensive to others seeking this type of atmosphere. Please review these policies, as by making a reservation, you are agreeing that you understand and will abide by these policies.

Rates

Rates are quoted per night for single or double occupancy and include a full breakfast for each guest. All rates are subject to a 6% state and local tax. Our rates are subject to change without notice. Our rates are based on single or double occupancy.

Deposit & Payment

A non-refundable deposit is required to secure a reservation.

HomeStay Guests:

A deposit of one night's rate plus tax per room is required at the time of your reservation for 1 or 2 nights. For reservations of 3 or more nights or for groups, a 50% deposit for the entire stay is required. Full payment (cash or check only) is required upon check-in. Deposits are non-refundable.

Groups:

A 50% deposit is required to book a group (using all 3 rooms). Full payment is required no less than 30 days prior to the date of arrival. Deposits are non-refundable, as are payments made within the 30 day prior period. Reserving three or more rooms is considered a group event even if payment is split between different guests.

Method of Payment

Deposits can be made by check. Balances paid on-site may be paid by check or cash. We do not keep cash on hand to give change.

Cancellations

Due to the exclusive nature of our accommodations, cancellations affect our business significantly. Therefore, we adhere to a strict cancellation policy, regardless of the reason. Reserving accommodations creates a legally binding contract, whether you reserve verbally, in writing or online. By accepting your reservation, we agree to hold the room or facility for you on the date(s) requested and to turn down other requests for the same accommodation. Deposits are non-refundable. Deviations from this policy are considered on a case by case basis.

Check-In & Check-Out

Our preferred check-in time is from 4-7pm. If you know that you will be arriving after 7pm, please call the HomeStay to make arrangements for a late check-in. Check-out is at 11 am.

Early check-in & late check-out may be available for an additional fee if our guest & housekeeping schedules permit. This service is available only as we are able to accommodate. Please make arrangements in advance. Early check-ins must be arranged before arrival. Late check-outs must be arranged prior to arrival or at check-in. Late check-out from 11-1 pm is a \$50 fee; late check-out from 1-3 pm is a \$100 fee.

Technology

Wireless Internet access is complimentary throughout the Inn. We request that you refrain from large downloads and streaming as a courtesy to your fellow guests and the business function of the HomeStay. We are not responsible for service outages of this service including: provider maintenance, weather conditions or incompatibility with your electronic devices. Please do not use cell phones or other devices in areas that might disturb other guests.

Registered Guests

We ask that you register and pay any balance upon arrival at the HomeStay. You will be asked to provide a photo ID at check-in for the guest name on the reservation. Guest rooms cannot be transferred without advance notification and permission from our reservations specialists.

In order to assure privacy and a relaxing atmosphere for our guests, the Inn is closed to people who do not have room reservations or are not listed on the guest register. The Inn and its property are for the use of registered guests only. Non-registered guests may only arrive to provide transportation for guests. Depending upon the total usage of the HomeStay, arrangements may be available for visitors with advance notice.

No-Smoking Policy

For the safety of our guests, neighbors, wildlife and in compliance with the Laws of the State of Illinois, the entire property is a smoke and tobacco free environment. No smoking is permitted inside or outside the HomeStay. This includes the porches and grounds of the HomeStay. Additional cleaning costs, including lost revenue due to room shut down during extra cleaning will be charged to the guest. So please, do not smoke.

Alcohol

The HomeStay is not licensed nor insured to serve alcohol. Guests may enjoy their own private bottle of wine in their own guest room. No other form alcohol is permitted on the premises. Consumption of alcohol is not allowed in the common areas or anywhere on the property. Guest violating this policy, inebriated & disorderly guests will be asked to leave the property and will forfeit all payments.

Illegal substances are not permitted at the Inn. Violation of this policy will result in the proper authorities being notified, guest being asked to leave the property and forfeiture of all monies due for the reservation.

Children

We cater primarily to couples, and individuals on business or others looking for a respite from the hectic pace of today's world. Rooms are not suitable for accommodating children.

Pets

Although the innkeepers love animals, Classen HomeStay does not allow pets on the premises.

Quiet Hours

We observe quiet hours at the HomeStay from 10pm-7am. If you are coming in late or rising early, please be considerate of your fellow guests.

Candles and incense are not to be used in the Inn.

Food Service

We take great pride in using the finest and freshest ingredients to create meals which are special events. A full breakfast is served each morning at 9am. Other times may be arranged in advance.

Please inform us of any special dietary restrictions or requirements prior to your arrival. We will make reasonable efforts to accommodate your dietary requests. We are not responsible for any allergic reaction to foods or products used at the HomeStay. Please let us know in advance if you are sensitive to any foods so that we can customize your meals to fit your needs.

No Kitchen or Laundry Access

There are no kitchen or laundry facilities available to guests. We operate a commercial kitchen and the State Health Dept. does not allow us to offer guest access to our kitchen. This includes all areas and equipment. Please ask if there is something that you need. We are also restricted from allowing guest use of our laundry facilities.

Damages

Guests are responsible for any damages they cause. Guests will be billed for damages. This includes damage to furnishings, fixtures, linens or towels that result in the need for excess cleaning, repair or replacement.

Please notify the HomeStay staff immediately if you experience any issues with your accommodations.

Liability Disclaimer

We take your safety and the security of your property very seriously. However, attendance and participation in guest stays, whether paid for or not, is strictly conditional upon your agreement to never assert or make any claim against Classen HomeStay, its employees, volunteers or contractors for bodily injury, loss/theft or damage suffered or incurred by you as a result of being on our property.

Impossible Performance

In the event that Classen HomeStay must terminate a reservation due to any condition making it illegal, unsafe or impossible to provide for the use of the facility or services, you will be reimbursed all funds previously submitted and you agree to hold Classen HomeStay harmless for the termination. Such events would include, but not exclusively limited to, loss of public utilities, natural disasters, or fire.

Special services

Please contact the HomeStay prior to arrival to arrange any special service items. Sometimes we can accommodate a last minute request but we would rather not risk your disappointment. It is best to plan ahead.

Miscellaneous:

Motor homes, RV's and trailers can only be accommodated with advance approval of the Classen HomeStay owners. Firearms are not allowed on the premises without the written express consent of the owners of Classen HomeStay.