

Von Jakob Bed & Breakfast Suites

230 Hwy 127
Alto Pass, Illinois 62905
(618) 893-4600
VonJakob.com

By choosing to stay with us you hereby give your consent to the following:

Policies and Procedures:

1. **Directions:** Our address is Von Jakob Winery and Brewery, 230 Hwy 127, Alto Pass, Illinois 62905. Located south of Murphysboro, Illinois on Hwy 127 and north on Hwy 127 from Jonesboro, Illinois. Upon arriving please check-in at our Tasting Room.
2. **Nightly Minimums:** There is a 2-night minimum stay requirement on weekends during the months of May-October. There are no minimum stay requirements during the remaining months of the year excluding certain holiday and festival weekends.
3. **Occupancy:** All rooms have a 2 person maximum occupancy. Violation of this policy will result in a \$50 fee charged to the credit card on file.
4. **Rates:** Currently, there are 3 rate categories: Weekday, Weekend, and Event/Holiday. Weekday rate is \$99 nightly, Weekend rate is \$129 nightly and Event/Holiday rate is \$149 nightly.
5. **Taxes:** All reservations incur 7% IL Sales Tax and 4% Occupancy Tax in addition to the rental amounts and fees.
6. **Payments:** Reservations may be made on-line using a credit card to hold your room or by calling us directly. Payment to your credit card will not be made until you check-in. For Cancellations please see Cancellation section below.
7. **Online Reservations:** If booking a reservation online 1 or 2 days before your actual stay, we ask that you please contact us by phone in order to confirm your reservation.
8. **Check-in and Check-out:** Check-in from 3:00 pm – 6:00 pm. Check out is 11:00 am. Please Check-in and Check-out at our Tasting Room upon arrival and departure. If the property is not vacated by 11:00 am, Von Jakob is authorized to remove guests' belongings from the property at the guests' expense. In addition, a late check-out fee \$30.00 plus tax will be charged to the credit card on file.
NOTE: If you require an early check-in or late check-out, please notify our staff and we will make special arrival/departure needs.
9. **Check-in Baskets:** During check-in, each room will receive one basket with fruit, coffee/tea, chocolates, cheese curds, crackers and a complimentary bottle of wine, excluding: Chambourcin, Cabernet Sauvignon, Chardonnay and Port Wines.

10. **Breakfast:** Breakfast is included with your stay. During check-in, you will be given a menu where you'll select the breakfast items you would like the following morning. Breakfast is at 9:30 am. Once you have arrived we will begin preparing your meal so that it is fresh and hot. Unless we are given notice, if you do not arrive within a reasonable time, your included breakfast will be forfeited.
11. **Cancellations:** Cancellations must be made prior to 7 days before your reservation date for a full refund minus a \$20 processing fee. If you cancel with less than 7 days please understand that we must ask you to take responsibility for the cost of your entire reservation. If we are able to resell your room(s), we will credit you this amount, minus a \$20 processing fee. **Note:** early departure on your part will not result in a refund.
12. **Forfeits:** If the guest is disappointed or unsatisfied with the room due to décor, accommodations, location, etc., and declines to stay, this will be considered a cancellation and no reduction or refund will be issued
13. **Cleaning:** All of our rooms are professionally cleaned before you arrive and after you leave. Please report, within 90 minutes of your arrival, anything we failed to clean.
14. **Check-out Procedures:** If the "Check-out Procedures" as posted in each suite are not followed and extraordinary cleaning is deemed necessary, a secondary cleaning fee of \$50.00 will be charged to the credit card on file.
15. **Cleaning Fees:** A \$50 Cleaning Fee will be charged to the credit card on file for not following "Check-out Procedures."
16. **Inventory:** Please note that we will charge the credit card we have on file for any items missing from the Bed & Breakfast including such items as towels, check-in baskets, furniture, artwork, etc.
17. **Damage/Repair Fees:** Please notify a member of Von Jakob's staff of any noticeable damage to rooms upon checking in. If damages and repairs are needed after your stay, Von Jakob retains the right to charge the credit card we have on file for any damages or repairs.
18. **No Pets:** Although we are pet lovers there are no pets allowed, unless the dog is a service dog. Upon which papers will need to be shown.
19. **No Smoking:** No smoking allowed in the Bed & Breakfast. Illinois State Law prohibits smoking in public facilities and a \$200 cleaning fee will be charged for violations.
20. **Amenities:** All suites are fully furnished, have a Jacuzzi Tub, king-size bed, a mini-fridge and each house has a fully equipped kitchen. All rooms of the B&B are equipped to provide enough towels, linens, bedding and kitchen supplies for the maximum occupancy specified. Our B&B does not have TV's, and cell phone service is not guaranteed due to the remoteness of our property. However, our Winery and Brewery does have free WiFi connection, but it is not high speed.

21. **Hot Tub Policies:** The Wine House Cottage has a Hot Tub located onsite. Guests should be aware of some risks that can be associated with Hot Tub use. Some of the risks can include discoloration of swimwear due to chemicals used to sanitize the tub and minor skin rashes if sensitive to the chemicals. Guests assume all responsibilities for these risks and consequences. Von Jakob assumes no liability for children under 15 years of age using the Hot Tub. Guests of special attention including, but limited to, pregnant women, elderly, and disabled persons should use extreme caution while using the Hot Tub. Von Jakob cannot be held responsible for Hot Tub injuries or discomforts.
22. **Personal Items:** Von Jakob is not responsible for guests' personal belongings that are lost, stolen or left behind. However, our staff will be happy to make a reasonable search for items a guest believes they may have left in one of our cabins. If found, the item will be returned at the guest's expense.
23. **Lost key:** If you lose the key or are locked out of the room, you may borrow a key by calling the maintenance number provided with your check-in. A \$50.00 fee will be charged to the credit card on file for all lost keys.
24. **Insects:** All rooms in the B&B are sprayed regularly by a professional, but on occasion, ants, lady bugs and fruit flies will invade. In the event this happens, please report it to the Von Jakob staff and we call maintenance/pest control and attempt to solve the problem.
25. **Mechanical Failures/Repairs:** Von Jakob is not responsible for mechanical failures of non-essential or luxury items, including, but not limited to, Hot Tubs, Jacuzzi Tubs, Dishwashers, Fireplaces, Air Conditioning, or any other appliances that fail to operate properly during your stay.
- a. No refunds will be issued for minor disruption of any utilities including but not limited to, power outages, water outages, etc. These failures are beyond our control and no refund or rent reduction will be given. Please report inoperative equipment to Von Jakob and we will make every effort to have repairs done as quickly as possible during reasonable hours. Speed of service cannot be guaranteed.
26. **Accidents:** Guest(s) agree to hold Von Jakob harmless of any accident or injury whatsoever that may occur in the B&B's or on the surrounding property during occupancy or visit.

Thank you,

Von Jakob Staff

We hope you enjoy your stay!