



Westlake Village Inn Policies and Procedures

Arrivals and departures

Check in time is 3:00 pm. If you request an early arrival prior to 3:00 pm, it is recommended that you reserve your room for night prior to guarantee immediate access.

Check out time is 11:00 am. If you request a late departure, reserving another night will guarantee your rights to use the room until you have left the Inn. If you choose not to reserve, we will be glad to store your bags and make our facilities and pool available to you.

Guaranteed reservations and deposits

Westlake Village Inn will guarantee your reservation for late check in – up until 12:00 midnight. All reservations must be guaranteed to a major credit card. Where applicable, some reservations may require a deposit. If due to unforeseen circumstances, a room is not available, we will arrange for your accommodation at another hotel. We will pay the first night and tax as well as provide transportation to and from the Inn, within reason.

Cancellation policy

Hotel room reservation cancellations must be received prior to 3:00 pm, 48 hours before the expected day of arrival. If cancellations of a guaranteed reservation are not within the required guidelines received by the required date, the Hotel will charge for one night's accommodation. For details of cancellation policies and deposit requirements, please check at time of booking.

Credit cards

The following cards are accepted: American Express, Discover Card, MasterCard and Visa

Debit Card Policy

Please be advised that if you are using a debit card to secure your room charges and incidentals, your debit card will be pre-charged for the total room and tax and additional authorization will be taken for incidentals. This authorization will appear to be a charge on your account in addition to the actual charge that will incur when you check out. The authorization will be released upon your check out; however, it may take your financial institution up to 3 business days to release your funds. If this is a concern, please advise the front desk clerk PRIOR to your check in and they will advise you of alternate ways to avoid some of these financial authorizations.

Cash Policy

Cash is accepted within certain parameters.

The full amount of room and tax must be paid in full at time of check in. A \$250 deposit is required at the same time and will be refunded upon inspection of the room at check out. A copy of a photo ID for registered guests will be kept with the guest registration forms and a party policy must be signed. Room charges for any incidentals will not be permitted; i.e. pay movies, room service and restaurant and bar charges.

Party policy

It is standard to have all guests sign party policies on the weekend and or at the hotels discretion. A copy of this policy is available to view at the front desk.