

Terms & Conditions

The Manor Historic Boutique Inn

402 Manitou Avenue

Manitou Springs, Colorado 80829

Last Updated: September 28, 2026

Welcome to The Manor.

These Terms & Conditions (“Terms”) govern reservations, accommodations, services, communications, and use of the website and other services offered by The Manor Historic Boutique Inn (“The Manor,” “we,” “us,” or “our”).

By making a reservation, completing a booking, checking into the property, using our website, or otherwise purchasing or using our services, you acknowledge and agree to these Terms.

1. Reservations

All reservations are subject to availability and confirmation.

Guests are responsible for providing accurate and complete information when making a reservation, including contact information, number of guests, requested dates, and payment information.

The individual making the reservation must be at least 18 years of age and must have legal authority to make the reservation and accept these Terms on behalf of all guests included in the reservation.

A reservation is not considered confirmed until confirmation has been issued by The Manor or an authorized booking provider.

2. Rates & Taxes

All rates are quoted in U.S. dollars unless otherwise stated.

Published room rates generally do not include applicable lodging taxes, sales taxes, tourism assessments, service charges, optional add-ons, pet fees, event fees, or other charges unless specifically identified as included.

Applicable taxes and fees will be added to the reservation as required.

Rates, promotions, packages, and availability may change without notice prior to confirmation of a reservation.

Once a reservation has been confirmed, the rate and terms stated in that confirmation will generally govern that reservation, subject to corrections of obvious errors and any modifications subsequently agreed upon.

3. Deposits & Payment

A valid payment method may be required to guarantee a reservation.

The Manor may authorize or charge the payment method provided according to the deposit and payment terms disclosed during booking.

Reservation Payment and Deposit:

To secure your stay at The Manor, payment in full is required at the time of booking, including all applicable taxes and fees.

Your reservation is considered confirmed once payment has been successfully processed and a confirmation has been issued.

All payments are subject to The Manor's Cancellation Policy, including any applicable cancellation periods, refunds, or non-refundable rates disclosed at the time of booking.

If payment cannot be successfully processed, the reservation will not be considered confirmed until a valid form of payment has been received.

Weddings, private buyouts, group reservations, special events, packages, and promotional rates may be subject to separate payment and cancellation terms. Any alternate terms will be disclosed prior to booking and will supersede this standard policy.

We kindly encourage guests to review their reservation dates and cancellation terms carefully before completing their booking.

Remaining Balance: Upon purchase

Guests authorize The Manor and its payment providers to charge the payment method associated with the reservation for authorized accommodation charges, taxes, fees, add-ons, damages, missing property, excessive cleaning, or other amounts properly due under these Terms.

If a payment is declined or cannot be processed, The Manor may contact the guest for an alternate payment method. Failure to provide valid payment may result in cancellation of the reservation where permitted by the applicable booking terms.

4. Cancellation & Modification Policy

Our standard cancellation policy is:

As a small boutique inn with a limited number of accommodations, each reservation is held especially for you. We understand that plans may change and kindly ask that cancellations be made as early as possible.

Payment in full (100%) is required at the time of booking.

Cancellations are subject to the following terms:

- **More than 7 days prior to arrival:** A 50% cancellation fee will apply. The remaining 50% of the reservation total will be refunded to the original form of payment.
- **7 days or less prior to arrival:** A 100% cancellation fee will apply. The reservation becomes non-refundable, and no refund will be issued.
- **No-shows and early departures:** No refund will be issued for no-shows, late arrivals, or unused nights resulting from an early departure.

Any approved refund will be returned to the original form of payment. Processing times may vary depending on the guest's financial institution.

Weddings, private buyouts, group reservations, special events, packages, and promotional or otherwise designated non-refundable rates may be subject to separate cancellation terms disclosed at the time of booking.

We strongly encourage guests to consider travel insurance when circumstances may affect their ability to travel.

Cancellation and modification policies may vary for holidays, special events, weddings, group reservations, private buyouts, promotional rates, packages, or reservations made through third-party booking services.

The cancellation policy displayed at the time of booking and included in your reservation confirmation will control if it differs from the general policy stated on our website.

Changing reservation dates may be subject to availability and changes in room rates.

5. Third-Party Reservations

Reservations made through online travel agencies or other third-party booking services may be subject to additional or different payment, modification, cancellation, and refund policies.

When a reservation is made through a third party, certain changes or cancellations may need to be completed directly through that booking provider.

The Manor is not responsible for terms, fees, representations, technical errors, or policies independently imposed by a third-party booking service.

6. Check-In & Check-Out

Check-In: 4pm

Check-Out: 10am

Early check-in and late checkout are subject to availability and are not guaranteed unless confirmed by The Manor.

Additional charges may apply for approved early arrivals or late departures.

Guests who remain in a room substantially beyond the agreed checkout time without authorization may be responsible for additional charges and any losses reasonably caused by preventing The Manor from preparing the accommodation for an incoming guest.

7. Occupancy

Maximum occupancy varies by accommodation and must be observed.

Only registered guests may occupy guest accommodations overnight unless prior arrangements have been approved by The Manor.

Guests may not exceed the stated occupancy of their reserved accommodation without prior approval.

Additional guest charges may apply where permitted.

8. Guest Conduct

The Manor is a historic boutique inn intended to provide a peaceful and enjoyable environment for our guests.

Guests are expected to conduct themselves respectfully toward other guests, staff, neighbors, and the property.

The following may result in removal from the property without refund where appropriate:

- Threatening, abusive, violent, or seriously disruptive behavior
- Illegal activity
- Intentional or reckless damage to the property
- Unauthorized parties or events
- Repeated unreasonable disturbance of other guests
- Tampering with safety, security, fire, or access equipment

- Violation of applicable laws or material property rules

The Manor reserves the right to contact law enforcement or emergency services when reasonably necessary to protect guests, staff, neighbors, or property.

9. Quiet Enjoyment

As a boutique inn, we ask guests to be considerate of others enjoying the property.

Quiet hours are: 10pm-8am

Excessive noise, amplified music, disruptive gatherings, or other activities that materially interfere with another guest's stay are prohibited.

10. Smoking

For the comfort of our guests and the preservation of our historic property, The Manor is a smoke-free and vape-free property indoors.

Smoking, vaping, and the use of electronic cigarettes are strictly prohibited inside all guest suites, buildings, common areas, and enclosed spaces.

Guests who wish to smoke may do so **only in designated outdoor smoking areas** and are asked to properly extinguish and dispose of all smoking materials in the receptacles provided.

Smoking or vaping inside a guest suite or other prohibited area may result in a **\$250 cleaning and restoration fee**, in addition to any documented costs for damage, odor remediation, or loss of use exceeding that amount.

For the safety of our historic property and grounds, cigarette butts, ashes, and other smoking materials may not be discarded on walkways, gardens, landscaping, porches, or anywhere else on the property.

Evidence of smoking or vaping in a prohibited area may be documented and charged to the payment method associated with the reservation, as permitted by applicable law.

We appreciate your care in helping us preserve The Manor for those who come after us.

If smoking or vaping occurs in an area where it is prohibited, the responsible guest may be charged a reasonable cleaning, deodorizing, remediation, or damage fee reflecting the costs incurred.

11. Pets & Animals

Pet Policy & Fees:

Pet, Service Animal & Emotional Support Animal Policy

The Manor is pleased to welcome well-behaved four-legged travelers. To ensure a comfortable stay for all our guests, and to help preserve our historic property, we kindly ask those traveling with animals to observe the following policies.

Dogs & Pets

The Manor welcomes **dogs** with a **one-time, non-refundable \$50 pet fee per reservation**.

Guests traveling with a dog must notify The Manor prior to or at the time of booking so the reservation can be properly noted.

While staying at The Manor:

- Dogs must be always housebroken and under the guest's control.
- Dogs must be leashed while outdoors and in shared areas of the property.
- Guests must promptly clean up after their dogs throughout the property and grounds.
- Dogs may not create excessive or prolonged noise or otherwise disturb other guests.
- Dogs should not be left unattended for extended periods. If left unattended in a guest suite, they must be safely secured or crated where appropriate and must not create a disturbance.
- Guests are responsible for the care, supervision, and behavior of their animals throughout their stay.

The \$50 pet fee does not cover damage or extraordinary cleaning.

Guests are responsible for reasonable costs associated with damage or extraordinary cleaning caused by their animal, including damage to furnishings, linens, flooring, doors, fixtures, landscaping, or other Manor property.

Service Animals

The Manor welcomes qualifying service animals in accordance with the **Americans with Disabilities Act (ADA)** and other applicable law.

No pet fee or additional cleaning fee is charged for a qualifying service animal.

A service animal is not considered a pet. Under the ADA, a service animal is generally a dog individually trained to perform work or tasks for a person with a disability. Where applicable, a miniature horse may also receive protections under the ADA.

Service animals may accompany their handlers in areas of The Manor where guests are normally permitted, subject to applicable law.

Service animals must remain under the control of their handler and must be housebroken. The care and supervision of a service animal remain the responsibility of its handler.

When it is not readily apparent that an animal is a service animal, The Manor may ask the questions permitted by applicable law, including whether the animal is required because of a disability and what work or task the animal has been trained to perform. The Manor will not request documentation or require a guest to disclose the nature of a disability where prohibited by law.

A service animal may be required to leave the property if the animal is out of control and the handler does not take effective action to control it, or if the animal is not housebroken, as permitted by law.

Guests may be responsible for actual damage caused by a service animal on the same basis that The Manor charges other guests for damage they cause.

Emotional Support, Comfort & Therapy Animals

Emotional support animals, comfort animals, therapy animals, and companion animals that provide comfort through their presence but **have not been individually trained to perform a specific task related to a disability are not considered service animals under the ADA.**

The Manor is happy to accommodate **dogs used as emotional support or comfort animals under our standard pet policy.**

Accordingly, emotional support, comfort, therapy, and companion dogs are subject to the **one-time, non-refundable \$50 pet fee** and the same rules applicable to other pet dogs, except where a different accommodation is required by applicable law.

Animal-Related Damage & Cleaning

We understand that muddy paws and the occasional stray hair come with traveling alongside a four-legged companion. Ordinary pet-related cleaning is contemplated by our pet fee.

However, guests may be charged for extraordinary cleaning, remediation, repair, or replacement made necessary by their animal, including significant staining, excessive waste, persistent odor, damaged linens or furnishings, scratching, chewing, or other physical damage.

Any additional charge will be based on the reasonable cost of the necessary cleaning, repair, remediation, or replacement.

A Courtesy to All Who Stay:

The Manor has welcomed travelers for generations, and we are delighted to extend that hospitality to their faithful companions.

We simply ask that every guest help us protect the peaceful character, historic accommodations, gardens, and grounds that make The Manor a rather special place to rest one's paws—or boots.

Guests traveling with pets must comply with all applicable pet rules provided by The Manor.

Guests remain responsible for damage, excessive cleaning, or disturbances caused by their animals.

Service animals are accommodated in accordance with applicable law. Service animals are not treated as pets, and applicable pet fees or restrictions will not be imposed on qualifying service animals.

12. Breakfast & Dietary Requests

Where breakfast is included with a reservation, service times, menu offerings, and delivery arrangements may vary.

Guests should notify The Manor as early as reasonably possible regarding food allergies or dietary requests.

While we will make reasonable efforts to accommodate requests, we cannot guarantee an allergen-free environment or eliminate all risks of cross-contact.

Guests with serious allergies should communicate those concerns directly with us before consuming food prepared or provided by The Manor.

13. Historic Property

The Manor is a historic property, and its architecture, grounds, pathways, stairs, fixtures, furnishings, and accommodations may differ from those found in modern hotels.

Guests should exercise reasonable care while navigating the property and notify us if they require information concerning accessibility or particular accommodations before arrival.

We encourage guests with specific accessibility needs to contact us before booking so that we can provide accurate information regarding the features of a particular accommodation.

14. Room Access & Security

The Manor may use physical keys, access codes, smart locks, mobile access credentials, or other access systems.

Guests are responsible for maintaining the confidentiality and security of access credentials provided to them.

Access codes or digital credentials should not be distributed to individuals who are not authorized occupants or guests.

Lost keys, damaged access devices, or security issues should be reported promptly.

15. Damage, Missing Property & Excessive Cleaning

Guests are responsible for damage to accommodations, furnishings, fixtures, linens, equipment, landscaping, or other property caused by themselves or members of their party beyond ordinary wear and tear.

Guests may also be responsible for the reasonable replacement cost of property intentionally or negligently removed from the premises.

Where extraordinary cleaning, repair, remediation, or replacement is necessary because of a guest's actions, The Manor may charge the payment method associated with the reservation for the reasonable documented cost incurred, subject to applicable law.

Whenever practicable, we will provide information concerning such charges.

16. Personal Belongings

Guests are responsible for securing their personal belongings.

To the extent permitted by applicable law, The Manor is not responsible for loss, theft, or damage to personal property except where resulting from circumstances for which liability cannot legally be excluded.

Guests should promptly report missing property so that we may assist in locating it.

17. Lost & Found

Items discovered after departure may be retained for a limited period.

Guests requesting shipment of a recovered item are generally responsible for shipping, packaging, insurance, or courier costs.

Unclaimed property may be disposed of, donated, or otherwise handled after 30 days, subject to applicable law.

Any non-perishable personal property discovered following a guest's departure will be logged and held in a secure location for **30 days**.

When an item can reasonably be associated with a guest, The Manor will make a reasonable effort to notify the guest using the contact information provided with the reservation.

Guests wishing to have an item returned are responsible for all packaging, postage, shipping, insurance, and related costs.

Unclaimed items remaining after 30 days may be donated, discarded, or otherwise appropriately disposed of at The Manor's discretion, subject to applicable law.

Perishable food, opened toiletries, medications, and other items that cannot reasonably or safely be stored may be disposed of sooner.

Identification documents, credit cards, highly valuable property, and other sensitive items may be handled differently when appropriate, including being turned over to the issuing institution or appropriate authorities.

The Manor cannot guarantee the discovery or recovery of items left behind and is not responsible for items lost or misdirected after being transferred to a shipping carrier.

18. Parking

Complimentary on-site parking is provided for registered guests where available. All vehicles are parked **at the owner's risk**.

To the fullest extent permitted by applicable law, **The Manor is not responsible or liable for theft, loss, vandalism, or damage to vehicles or to personal property left in or around vehicles while parked on The Manor property.**

Guests are responsible for securing their vehicles and belongings and are strongly encouraged to lock their vehicles, close all windows, and remove valuables from view.

The Manor does not assume custody or control of vehicles or their contents by providing complimentary parking.

Vehicles must be parked only in designated parking areas and may not obstruct driveways, fire lanes, emergency access, other vehicles, neighboring properties, or designated guest-access areas.

Guests are responsible for any damage caused by their vehicle to The Manor property, landscaping, structures, fixtures, or other property.

Nothing in this policy is intended to exclude or limit liability that cannot lawfully be excluded or limited.

Complimentary parking is provided where available and subject to posted rules.

Vehicles and their contents remain the responsibility of their owners.

Vehicles must be parked only in designated areas and must not obstruct driveways, emergency access, other vehicles, or neighboring property.

19. Weddings, Events & Private Buyouts

Weddings, ceremonies, receptions, gatherings, commercial photography, organized events, and private property buyouts require prior authorization from The Manor.

Separate agreements, deposits, minimums, cancellation policies, insurance requirements, damage deposits, vendor requirements, and event rules may apply.

A standard guest-room reservation does not grant permission to host an event, party, reception, commercial activity, or large gathering on the property.

Where a separate event or buyout agreement has been executed, that agreement will control in the event of a conflict concerning the event.

20. Photography & Commercial Use

Guests are welcome to take ordinary personal photographs during their stay, provided doing so does not interfere with the privacy or enjoyment of others.

Professional photography, commercial photography, styled shoots, advertising productions, filming, or other commercial use of The Manor property or imagery requires prior written permission.

21. Website Information

We endeavor to keep descriptions, photographs, rates, availability, amenities, and other website information accurate and current.

Because The Manor is a historic property and accommodations may be updated over time, furnishings, décor, landscaping, amenities, or other details may occasionally differ from photographs.

We reserve the right to correct typographical, pricing, technical, or descriptive errors.

22. Website Use

The Manor website and its contents are provided for lawful personal and informational use.

Users may not knowingly:

- Attempt unauthorized access to our website or systems
- Interfere with website operation or security
- Introduce malicious software or harmful code
- Use automated systems to improperly scrape or exploit website content
- Impersonate another person
- Use the website for fraudulent or unlawful purposes

23. Intellectual Property

Unless otherwise indicated, The Manor's website content, including its branding, original written content, graphics, photographs owned by The Manor, logos, and other original materials, is owned by or licensed to The Manor and protected by applicable intellectual-property laws.

Nothing in these Terms grants permission to reproduce or commercially exploit such materials without authorization.

24. Guest Communications & SMS

Guests may receive communications relating to inquiries, reservations, check-in, access, breakfast, guest services, checkout, or other aspects of their stay.

When a guest provides a mobile telephone number and applicable consent, communications may be delivered by text message through The Manor or a guest-communication provider such as Akia.

Message frequency varies. Message and data rates may apply.

Consent to receive marketing text messages is not a condition of purchasing accommodations or services.

Where applicable, reply STOP to opt out of text messages and HELP for assistance.

Mobile information and SMS consent will not be sold or shared with third parties for their own marketing or promotional purposes.

Additional information concerning our handling of personal information is available in our Privacy Policy.

25. Email Communications

Guests may receive transactional emails relating to reservations, payments, arrival, departure, or services.

Marketing emails, where used, will include an appropriate method to unsubscribe as required by applicable law.

Unsubscribing from marketing communications does not necessarily prevent us from sending communications necessary to administer an active reservation or transaction.

26. Events Beyond Our Reasonable Control

Occasionally, circumstances outside The Manor's reasonable control may affect accommodations or services. These may include severe weather, wildfire, natural disasters, utility interruptions, government orders, public emergencies, road closures, labor disruptions, equipment failures, or other extraordinary events.

When such circumstances occur, we will make reasonable efforts to communicate with affected guests and provide appropriate options based on the circumstances, availability, applicable law, and the terms of the reservation.

27. Limitation of Liability

To the fullest extent permitted by applicable law, The Manor will not be liable for indirect, incidental, special, consequential, or punitive damages arising from use of our website or services.

Nothing in these Terms is intended to waive or limit rights or liabilities that cannot lawfully be waived or limited under applicable law.

28. Indemnification

To the extent permitted by law, guests agree to be responsible for claims, losses, damages, or expenses arising from their own unlawful conduct, material violation of these Terms, or intentional or negligent damage to the property.

This provision does not require a guest to indemnify The Manor for liability arising from The Manor's own conduct where such indemnification is prohibited by law.

29. Governing Law

These Terms are governed by the laws of the State of Colorado, without regard to conflict-of-law principles, except where otherwise required by applicable law.

Any dispute relating to these Terms, a direct reservation, or services provided by The Manor will be handled in the appropriate court having jurisdiction under applicable law.

Nothing in this section eliminates any consumer right or remedy that cannot legally be waived.

30. Severability

If any provision of these Terms is determined to be invalid or unenforceable, the remaining provisions will continue in effect to the extent permitted by law.

31. Changes to These Terms

The Manor may update these Terms periodically to reflect changes in our services, operations, policies, technology, or legal requirements.

The version posted at the time of a reservation generally applies to that reservation unless otherwise agreed or required by law.

The “Last Updated” date above identifies the most recent revision.

32. Contact The Manor

Questions regarding these Terms & Conditions may be directed to:

The Manor Historic Boutique Inn

402 Manitou Avenue

Manitou Springs, Colorado 80829

Email: welcome@themanorinmanitou.com

Telephone: 719-728-5029

Ever at your service,

The Manor