



**322 E. 4th Avenue
Hutchinson, Kansas 67501
(620) 669-8281**

Reservation Procedure

Reservations may be made by contacting the Sunflower Inn directly or using our booking form online. We require a credit card number to confirm a group reservation. We guarantee your reservation with a credit card number. Your credit card will be charged for a one night deposit per room per reservation. Upon your arrival, we will settle the remainder of your bill. At this time you may pay by MasterCard, Visa, Discover or American Express. We (Sunflower Inn) reserve the right to refuse or cancel any reservation without notice or obligation, and we are not responsible for any inconvenience or loss caused by the cancellation.

Cancellation Policy

1. Cancellation Fees

- a. Cancellations made 1 (one) day or more prior to your arrival date are subject to USD 4.99 processing fee.
- b. Cancellations made within 24 hours prior to your arrival date, if not otherwise specified in hotel policy or booking details, are subject to a 1 (one) room night cancellation fee for each room cancelled. However, reservations made for hotel and special dates are not refundable if cancelled within 24 hours prior to your arrival date.
- c. No refunds are considered in the following cases:
 - If you cancel your booking after check-in time
 - If you fail to check-in at a hotel, while your booking is not canceled beforehand
 - If you check in late or check out early without having informed about your late check-in or early check-out in time.
- d. Your booking can be recalculated if you inform us timely about your late check-in or early check-out meeting the following deadlines:
 - You shall inform us about your late check-in 1 (one) day or more prior to your initial arrival date
 - You shall inform us about your early check-out not later than 1 (one) week after your actual check-out date

Please inform us about the changes you want to do using the following contacts:

- E-mail your cancellation request at reservation@sunflowerinnhutchinson.com
 - Fax your cancellation request at 620-669-0087
 - Call our 24-hour Customer Support Service at 620-669-8281
- e. All refunds will be done within 24 hours after your refund request is processed and consequent reply is sent to your e-mail address. Please note that refund requests are not processed in weekends. Thus, if you make your refund request on Saturday, Sunday, or Friday evening, it is quite possible that the reply will be sent to you by the following Monday whereas the refunding will be done within next 24 hours.

2. How can a reservation be cancelled?

You can cancel your reservation using the following contacts:

- E-mail your cancellation request at reservation@sunflowerinnhutchinson.com
- Fax your cancellation request at 620-669-0087
- Call our 24-hour Customer Support Service at 620-669-8281

3. Very important

All reservations as well as cancellation of reservations made via phone or on-line reservation system are based on the following timing of Check-in and Check-out:

Check-in 12:00 PM (Local time, Central America Time, USA)

Check-out 11:00 AM (Local time, Central America Time, USA)

It means that:

- any cancellation made before 11:59 (Local time, Central America Time, USA) 1 day prior to check-in date is considered as "cancellation made 1 day or more prior to arrival date" and refers to point 1.a of Cancellation policy.
- any cancellation made from 12:00 (Local time, Central America Time, USA) 1 day prior to check-in date till 11:59 (Local time, Central America Time, USA) of the check-in date is considered as "cancellation made within 24 hours prior to arrival date" and refers to point 1.b of Cancellation policy.
- any cancellation made at 12:00 (Local time, Central America Time, USA) of the check-in date and later is considered as "cancellation made after check-in time" and refers to point 1.d of Cancellation policy.

Special Note for Cancellation by Group Reservation: Sunflower Inn must receive notification of cancellation in writing from the client at least 60 days prior to the actual arrival date. If the Client cancels a reservation less than 60 days in advance, Sunflower Inn reserves the right to claim 100% of total accommodation charges as a cancellation fee or in relation to the reduced numbers no longer attending.