

Damage Waiver and Cleaning Policy (Wisconsin)

Acceptance by Booking

By confirming a reservation at the Genoa Motel—online, by phone, or through a third-party platform—the Guest agrees to the following terms. No separate signature is required.

Responsibility for Damage or Loss

The Guest is responsible for any damage to rooms, furnishings, fixtures, linens, appliances, or other Motel property caused by the Guest or anyone in the Guest's party, including visitors. Normal wear and tear is excluded.

Charges for Damage or Excessive Cleaning

If damage, loss, or excessive cleaning is identified during or after the stay, the Motel may assess the Guest for the reasonable and actual costs required to repair, replace, or clean affected property and restore it to its prior condition.

The Motel accepts cash, Venmo, or check only. If additional charges are identified after checkout, the Motel may request payment or issue an invoice payable upon receipt.

Smoking Policy

The Motel is non-smoking indoors. Smoking of any kind (including vaping or cannabis) is prohibited inside rooms.

Smoking is permitted on the outdoor deck only. Cigarette butts and smoking waste must be placed in the receptacles provided.

Smoking inside a room will result in a \$250 cleaning and deodorization fee to cover the cost of deep cleaning and odor remediation.

Fish Cleaning and Storage Policy

The Motel provides a designated on-site fish cleaning station, which must be used for all fish cleaning.

Fish brought into a room must be fully cleaned and stored in sealed, leak-proof containers, and stored in the refrigerator.

Violation of this policy, including evidence of uncleaned fish presence in the room, odor, residue, or contamination in a room, will result in a \$200 cleaning fee.

Fish remains must be placed in plastic bags and stored in the provided freezer in the fish cleaning station. Fish remains placed anywhere else, including in the trash cans, will result in a \$100 removal and cleaning fee.

<https://genoamotel.com/reservations-%2B-rates>

Documentation and Disputes

When reasonably practicable, the Motel will document damage or excessive cleaning. If the Guest disputes a charge, written notice must be provided within 7 days of receiving notice of the charge.

Governing Law

These terms are governed by the laws of the State of Wisconsin.

Cancellation Policy

We do not require prepayment or a credit card to hold a reservation. We operate on trust and collect payment at the time of your stay.

Because of this, confirmed reservations prevent us from accepting other guests for the same dates. When a reservation is canceled at the last minute, we may not have a reasonable opportunity to rebook the room.

- **Cancellations more than 24 hours before the scheduled arrival time:**
No charge.
- **Cancellations within 24 hours of the scheduled arrival time:**
A charge of **up to 50% of your confirmed booking** may be assessed **only if** we have documented evidence that we have declined other potential guests in order to hold the room for your reservation and are unable to rebook the room.
 - The charge will be the *lesser* of (1) the business loss and (2) 50% of your confirmed booking.

If a charge applies, we will contact you and issue an invoice. Payment may be made by cash, Venmo, or check.

We do not charge cancellation fees as a penalty. Any charge reflects a reasonable estimate of lost revenue resulting from a late cancellation.

By confirming a reservation—online, by phone, or through a third-party platform—you acknowledge and agree to this cancellation policy.

This cancellation policy is governed by and construed in accordance with the laws of the **State of Wisconsin**.