



## Reservation/Cancellation Policy for Thalhimer Guest Cottage and Bottomley House

The Events, Conferences, and Support Services Office at the University of Richmond reserves the University of Richmond's Bottomley House and Thalhimer Guest Cottage for guests. The procedures and rules contained herein pertain to making and canceling reservations for on-campus overnight accommodations in both facilities.

### 1. Reservation/Cancellation Policy

- 1.1 Reservations will be accepted Monday through Friday during regular business hours. Reservations for the Bottomley House may be made by calling 804-289-8989 or by e-mail at [bhreservations@richmond.edu](mailto:bhreservations@richmond.edu). Reservations for the Thalhimer Guest Cottage can be made by calling 804-289-8538 or by e-mail at [iroberts@richmond.edu](mailto:iroberts@richmond.edu). At the time the reservation is made, either a valid credit card number or departmental index/account number *will be required*. All credit card information will be secured in accordance with PCI compliance regulations.
- 1.2 If your reservation is in the Thalhimer Guest Cottage, check-in time is 4:00 p.m. and check-out time is by 11:00 a.m.
- 1.3 If your reservation is in the Bottomley House, check-in time is 3:00 p.m. and check-out time is by 12:00 p.m.
- 1.4 Both the Bottomley House and Thalhimer Guest Cottage are 100% non-smoking and pet-free facilities.
- 1.5 **CANCELLATION:** In order to avoid a full night's charge to the credit card or the department index/account originally provided for the reservation, cancellations **MUST** be made by 4:00 p.m. the business day (Monday-Friday) prior to arrival.