

Terms and Conditions – Deerfield Extended Stay

1. Introduction and Acceptance

These Terms and Conditions ("Terms") apply to every reservation and stay at Deerfield Extended Stay, formerly known as Deerfield Inn & Suites ("the Property," "we," "us"), located in Fairview, Williamson County, Tennessee. "Guest" or "you" means the person who makes the reservation, the registered guest, and everyone staying in or visiting the guest's room.

By making a reservation, checking in, or occupying a room, you agree to these Terms and to the Property's posted policies and house rules. If a third-party booking site's terms conflict with these Terms on a matter within our control, these Terms apply to your stay at the Property.

2. Prices and Taxes

- All rates are quoted in U.S. dollars, per room, per night, week, or month as stated at booking.
- Rates are subject to Tennessee state and local sales tax and any applicable Williamson County and municipal hotel occupancy taxes, at the rates in effect on the date of stay. Taxes are added to the room rate unless the rate is expressly shown as tax-inclusive.
- Tax exemptions for long-term stays apply only where required by Tennessee law and only after the qualifying number of continuous nights has been reached. Exempt-organization or government stays require a valid exemption certificate at check-in; we cannot apply exemptions retroactively.
- Rates vary by date, length of stay, and availability. The rate confirmed at booking applies to that reservation; extending a stay may be priced at the then-current rate.
- Weekly and monthly rates apply only when the full weekly or monthly term is paid and completed. If a guest departs before completing the term, the full weekly or monthly rate still applies, and guests cannot get credit for unused nights.
- Additional fees (for example: pet fee, extra-person fee, early check-in, late check-out, or replacement keys) are listed at booking or on request and are added to your folio.

3. Payment and Terms at Check-in / Check-out

Check-in

- Check-in time is 2:00 PM. Check-out time is 11:00 AM. Early check-in and late check-out are subject to availability and may carry a fee.
- The registered guest must be at least 18 years old and present a valid, government-issued photo ID whose name matches the reservation and the payment card.
- A valid credit or debit card is required at check-in for incidentals, even if the room was prepaid.
- Cash payment is accepted only at the front desk and a cash security deposit or credit card for incidentals may apply.
- We may require a guest to sign a registration card acknowledging these Terms.

Payment

- Nightly stays: payment in full is due at check-in unless prepaid.
- Weekly and monthly stays: payment is due in advance, at the start of each weekly or monthly period. Payment not received by 11:00 AM on the due date is late; a late fee of \$20 may apply, and the Property may end the stay and treat the room as vacated (see Section 5).
- By providing a card, you authorize us to charge it for the room, taxes, fees, and any charges described in these Terms, including charges identified after check-out.
- Returned or declined payments may carry a fee of \$10 and must be replaced with an approved form of payment immediately.

Check-out

- Guests must vacate the room, return all keys, and remove all belongings by check-out time. Rooms not vacated by check-out time may be charged an additional night.
- Final charges will be posted to the card on file. An itemized folio is available on request.

4. Cancellations, No-Shows and Early Departure

- Nightly reservations may be cancelled without charge until 24 hours before the scheduled check-in time. Later cancellations are charged one night's room and tax.
- A reservation not checked in by 11:59 PM on the arrival date without notice is a no-show. No-shows are charged one night's room and tax, and the rest of the reservation is cancelled.
- Weekly and monthly reservations require 7 days notice to cancel before arrival. Prepaid weekly or monthly periods that have begun are non-refundable.
- Guests who leave early from a nightly stay must notify the front desk by check-out time the day before departure; otherwise one additional night may be charged.
- Non-refundable, promotional, and third-party rates follow the cancellation terms shown at the time of booking.
- Group bookings of 5 or more rooms may be subject to a separate written agreement.

5. Extended Stays

- Every stay, including weekly and monthly stays, is a transient hotel occupancy and a license to use the room. It is not a lease, rental agreement, or tenancy, and it does not create a landlord-tenant relationship. The parties intend the stay to be excluded from Tennessee's Uniform Residential Landlord and Tenant Act as transient hotel occupancy.
- The room may not be used as a permanent address for business registration, and the Property does not accept mail or packages on a guest's behalf except as arranged with the front desk.
- If payment for the next period is not received when due, or a guest violates these Terms, the Property may end the occupancy, change the room's key access, and treat the room as vacated, to the extent permitted by Tennessee law.
- Each room has a full-size refrigerator/freezer, a stovetop, and a sink with garbage disposal. Guests must use them safely: never leave the stovetop unattended, keep combustibles away from it, and do not put grease, bones, fibrous food, or non-food items in the disposal. Repair costs from misuse are charged to the guest.

- Outdoor grills, hot plates, space heaters, and other personal cooking or heating appliances are not allowed in rooms except microwaves, coffee makers, slow cookers. Outdoor grills are not allowed to be used or stored in parking areas.
- Housekeeping is provided weekly, with fresh linens and towels and trash removal. Guests must keep the room sanitary and allow housekeeping and maintenance access at least once per week.
- The Property may enter the room with reasonable notice for housekeeping, inspection, maintenance, and pest control, and without notice in an emergency or when a safety, health, or policy concern is reasonably suspected.
- Food left in the refrigerator or room after check-out will be discarded.
- No pets of any kind are allowed for weekly or monthly stays.

6. Traveling with Minors

- Guests under 18 may not rent a room. Minors (under 18) must be accompanied by a parent, legal guardian, or responsible adult aged 18 or older who is registered to the same room.
- The registered adult is responsible for the supervision, safety, and conduct of all minors in their party at all times, including on the grounds and in the parking lot.
- Minors may not be left alone in a room overnight or for extended periods.
- The Property may ask the accompanying adult to show identification and, where it is reasonably unclear, the relationship or authority to travel with the minor. We may contact law enforcement if we have concerns for a child's safety.

7. Accessibility and Special Needs

- The Property aims to serve guests with disabilities in line with the Americans with Disabilities Act. Accessible rooms and their features are described at booking; please contact us if you need details before reserving.
- Accessible rooms are held for guests who need them and are assigned on a first-come basis among those guests. When booking, please tell us about any accessibility needs so we can match you to a suitable room.
- Requests for other special needs (for example, ground-floor rooms, visual or hearing alert kits, or refrigerator space for medication) are welcome. We will make reasonable efforts to meet them but cannot guarantee requests that are not related to a disability.

8. Pets and Service Animals

- Pets are allowed for nightly stays only, in designated pet-friendly rooms (see Section 5). Where allowed: limit 3 pets, up to 50 lbs. each, with a pet fee of \$15 per night per pet, payable at check-in.
- Pets may not be left unattended in a room unless crated, must be leashed on the grounds, and owners must clean up after them. Noise complaints, damage, or extra cleaning will be charged to the guest.
- Service animals, as defined by the ADA, are welcome in all rooms at no charge. Staff may ask only whether the animal is required because of a disability and what task it has been trained to

perform. Emotional support animals are not service animals under the ADA and are treated as pets.

- A service animal or pet that is out of control or not housebroken may be required to leave the Property.

9. Occupancy, Visitors, Smoking and Conduct

- Maximum occupancy is 2 guests per bed, in line with local fire code. All overnight occupants must be registered at the front desk; unregistered occupants may result in additional charges or the end of the stay.
- Visitors must leave the Property by 11:00 PM. Registered guests are responsible for their visitors' conduct.
- All rooms (unless clearly specified at the front desk) and indoor areas are non-smoking, including cigarettes, cigars, e-cigarettes/vaping, and marijuana or hemp products. Smoking in a room carries a cleaning fee of \$250 plus any damage costs.
- Quiet hours are 10:00 PM to 7:00 AM.
- Illegal activity, disorderly behavior, threats, harassment of guests or staff, excessive noise, tampering with smoke detectors, or any conduct that endangers people or property is prohibited. The Property may end the stay immediately, without refund, and may involve law enforcement.
- Weapons are allowed only as permitted by Tennessee law and posted Property policy.
- Guests may not run a business from the room that brings customers, deliveries, or traffic onto the Property, or sublet or transfer the room to anyone else.
- The Property reserves the right to refuse service to anyone, consistent with applicable law, and to refuse or end a stay for violation of these Terms.

10. Damages and Fees

Guests are responsible for any loss of or damage to the room, furnishings, appliances, or Property caused by them, their party, their visitors, or their pets, beyond normal wear. Charges are based on the actual cost of repair, replacement, cleaning, and lost room revenue while the room is out of service, and may be charged to the card on file after check-out.

Item	Fee
Smoking in room	\$250 + damages
Excessive cleaning	\$200
Lost or unreturned key card	\$5 each
Missing linens or towels	Replacement cost
Disabling or tampering with a smoke detector	\$100 + any fines
Late check-out without approval	Additional night
Pest treatment caused by guest belongings	Actual cost

11. Parking

- Free on-site parking is available to registered guests on a first-come basis, limited to one vehicle per room. Vehicles must be registered at the front desk with make, model, and license plate.
- Commercial trucks, trailers, boats, RVs, and oversized vehicles may park only in designated areas with prior approval.
- Inoperable, unregistered, or unauthorized vehicles, and vehicles parked in fire lanes, accessible spaces without a permit, or for more than 48 hours after check-out, may be towed at the owner's expense without further notice, in line with Tennessee towing laws and posted signage.
- Vehicle repairs, oil changes, and car washing are not permitted on the Property.
- The Property is not responsible for loss of, theft from, or damage to vehicles or their contents, except as caused by the Property's own negligence.

12. Hotel Events

- Parties, gatherings, and events in guest rooms or on the grounds are not permitted without the Property's prior written approval.
- Room occupancy limits apply at all times, including when visitors are present.
- Approved group events or block bookings are governed by a separate written agreement that sets out deposits, room counts, attrition, and cancellation terms.
- Unauthorized parties may result in the immediate end of the stay without refund, plus cleaning and damage charges.

13. Guest Property, Lost and Found

- Guests are responsible for their own belongings. To the extent permitted by Tennessee law, the Property is not liable for loss of or damage to money, jewelry, electronics, or other valuables left in rooms or vehicles.
- Items left behind after check-out are held for 10 days and then donated or discarded. Perishables, opened toiletries, and hazardous items are discarded right away.
- Returning a found item by mail is done at the guest's expense and risk.
- Belongings left in a room after a stay has ended or been terminated will be removed, inventoried, and stored for 10 days, after which they are treated as abandoned.

14. Dispute Resolution and Issues

- If anything about your room or stay is not right, please tell the front desk right away so we can fix it during your stay. Issues reported after check-out may be harder for us to verify or remedy.
- Billing questions must be raised in writing within 30 days of check-out, to Reservations@DeerfieldInnFairview.com. We will review and respond within 10 business days.
- Please contact us before filing a chargeback; most billing issues are resolved faster directly. The registration card, folio, and these Terms may be provided to your card issuer in response to a dispute.
- If a dispute cannot be resolved informally, either party may bring a claim in the courts of Williamson County, Tennessee, including small claims General Sessions court where the amount qualifies.

15. Use of Personal Information

- We collect the information needed to make and manage your reservation: name, contact details, ID details, vehicle information, payment card details, and stay history.
- We use it to process reservations and payments, provide services during your stay, communicate with you about your booking, meet legal and tax recordkeeping duties, and protect the safety and security of guests, staff, and the Property.
- Your information is stored in our property management system Cloudbeds and shared only with service providers who help us operate such as payment processors and booking channels, when required by law or valid legal process, or to protect people or property. We do not sell your personal information.
- Payment card data is processed by PCI-compliant payment providers.
- Security cameras operate in public areas of the Property, such as entrances, hallways, and the parking lot, but never inside guest rooms.
- With your consent, we may send occasional offers; you may opt out at any time.

16. Liability

- To the fullest extent permitted by law, the Property, its owners, employees, and agents are not liable for any injury, loss, or damage to guests, visitors, or their property, except where caused by the Property's own negligence or willful misconduct.
- The Property is not liable for indirect, incidental, or consequential losses, including lost wages, missed travel, or lost business opportunities.
- Where liability cannot be excluded, it is limited to the total amount paid for the stay in question, unless a greater amount is required by law.
- Guests use the Property's facilities, including kitchen appliances, stairs, walkways, and parking areas, at their own risk and must follow posted safety instructions.
- Guests agree to indemnify the Property against claims, costs, and damages arising from their own actions, their visitors' actions, or their breach of these Terms.
- Interruptions to utilities, Wi-Fi, television, or appliances do not entitle a guest to a refund unless the room is made uninhabitable and the Property cannot provide a comparable room.

17. Force Majeure

The Property is not responsible for failing or delaying its obligations because of events beyond its reasonable control. These include severe weather, tornadoes, floods, fire, power or utility outages, epidemics, government orders, civil unrest, labor disputes, and failures of third-party systems. In such cases, the Property may relocate guests to comparable accommodation or cancel the affected nights, and its only obligation will be to refund amounts prepaid for nights not provided.

18. Third Party Rights

- These Terms are between the Property and the guest. No one else has the right to enforce them.

- Reservations made through third-party sites (such as online travel agencies) are also subject to that site's terms. Payment, change, and refund requests for those bookings may need to go through the site where they were made.
- The Property is not responsible for the services, content, or errors of third parties, including booking sites, transportation providers, or local businesses we may recommend.

19. Waiver

If the Property does not enforce any part of these Terms, or delays enforcing it, that does not waive the Property's right to enforce it later or to enforce any other part. A waiver is valid only if it is in writing and signed by the Property's management.

20. Severance

If any part of these Terms is found invalid or unenforceable by a court, that part will be limited or removed to the minimum extent needed, and the rest of these Terms will remain in full force and effect.

21. Governing Law, Changes and Contact

- These Terms are governed by the laws of the State of Tennessee. Any legal action will be brought in the state courts located in Williamson County, Tennessee.
- These Terms, together with the reservation confirmation, registration card, and posted house rules, are the entire agreement for your stay. If they conflict, these Terms control unless a written agreement signed by management says otherwise.
- The Property may update these Terms at any time. The version in effect when you book applies to that reservation; for weekly and monthly stays, updated Terms apply from the start of the next paid period after notice.

Contact

- Deerfield Extended Stay
- 1407 Highway 96 North, Fairview, TN 37062
- Phone: 615-799-4700 · Email: Reservations@DeerfieldInnFairview.com
- www.Deerfieldinnfairview.com