

THE BOOKEND HOTEL

Reservation Terms & Cancellation Policy

Republic Properties LLC dba The Bookend Hotel · Effective October 1, 2026 · Version 1.0

1. Making a reservation

Reservations at The Bookend Hotel are made with **Republic Properties LLC**, an Oklahoma limited liability company doing business as The Bookend Hotel, 206 West 6th Avenue, Stillwater, Oklahoma 74074 (the “Hotel,” “we,” “us”).

A reservation is confirmed when we send you a confirmation email with a confirmation number. Until then, no room is held for you.

When you complete a booking on our website you accept these Reservation Terms and our Guest Policies & House Rules. Under the federal E-SIGN Act and the Oklahoma Uniform Electronic Transactions Act, checking the box at the booking page has the same effect as a signature.

Who may book

- The person who will check in must be at least 21 years of age, must present valid government-issued photo identification matching the reservation, and must be in residence for the duration of the stay.
- Guests aged 18 to 20 are welcome as occupants when a Registered Guest aged 21 or older is staying in the same room.
- If someone else is paying for your room and will not be staying, we need a completed third-party credit card authorization form before arrival. Payment by a third party does not allow anyone under 21 to check in alone.
- Reservations of more than five rooms for the same dates are handled directly by the Hotel under a separate group agreement. Please write to hello@thebookendhotel.com.
- You may book only for a genuine stay. We may cancel reservations that appear speculative, fraudulent, duplicated, or made to circumvent these terms.

2. Rates and taxes

Rates are per room, per night, for the number of guests shown on your reservation, and exclude tax. Taxes currently total 16.313% of the room charge:

- Oklahoma State Sales Tax — 4.5%
- Payne County Sales Tax — 0.813%
- City of Stillwater Sales Tax — 4%
- City of Stillwater Lodging Tax — 7%

Tax rates are set by government authorities and may change. The taxes applied to your stay are itemized at booking and on your bill. There is no resort fee, amenity fee, or mandatory service

charge — the rate plus tax is what you pay, along with anything you choose to add during your stay.

Tax exemption

If you hold a valid Oklahoma tax exemption, tell us before arrival and provide your certificate. Exemption cannot be applied retroactively after checkout.

Pricing errors

Occasionally a rate is published in error. If a rate is obviously wrong and you could reasonably have recognized it as an error, we may correct it or cancel the reservation without penalty, and we will tell you promptly so you can decide whether to book at the corrected rate.

3. Our rates and what they mean

Every reservation is booked under one of the rates below. The rate you choose determines when you are charged and what happens if your plans change. The terms for your rate are shown at booking and repeated in your confirmation.

Rate	When you pay	If you cancel
Fully Flexible	Nothing until check-in. The full stay is charged to the card on file at check-in.	Free until 3:00 PM two days before arrival. After that, one night's room and tax.
Non-Refundable	The full stay is charged when you book, in exchange for a 10% saving.	No cancellation, change, or refund at any time.
Event Weekend	See Section 5 — payment is staged before arrival.	See Section 5 — terms differ by date.

4. Fully Flexible and Non-Refundable

Fully Flexible

- Nothing is charged when you book. We hold a valid card to guarantee the room.
- The full stay is charged to the card on file at check-in.
- Cancel free of charge until 3:00 PM two days before your arrival date — that is 48 hours before our 3:00 PM check-in.
- After that deadline, and for no-shows, we charge one night's room and tax.
- A booking made inside the 48-hour window is already past the free cancellation deadline when you make it.

Non-Refundable

- You save 10% in exchange for committing to the stay.
- The full stay is charged to your card at the time of booking.
- The reservation cannot be cancelled, changed, or refunded — including no-shows and early departures.

- If your plans might change, please book Fully Flexible instead.

5. Event Weekend rate

Event Weekend pricing applies to OSU football weekends, Homecoming, and other major Stillwater events. Two rules apply to every Event Weekend booking:

- A two-night minimum applies to Friday and Saturday nights.
- Saturday arrivals are not available on those weekends.

Which terms apply

Cancellation terms for an Event Weekend depend on which event it is, not on the calendar date. Event dates move year to year; the terms below follow the event.

Events	Terms
OSU football weekends and Homecoming	Standard Event Weekend terms
OSU winter commencement, Bedlam hockey, The Mid South, the Boys From Oklahoma concert series, Calf Fry, and OSU spring commencement	Lighter Event Weekend terms

The dates for each year's events are published on our website and shown when you book. If an event is cancelled or moved by its organizer, the terms that applied when you booked continue to apply to your reservation.

Standard Event Weekend terms

These apply to OSU football weekends, Homecoming, and any event weekend not listed above as carrying lighter terms.

- 50% of the stay is charged two days after your booking is confirmed.
- The remaining 50% is charged 30 days before arrival.
- You may cancel free of charge within 48 hours of booking.
- After 48 hours, 50% of the stay is non-refundable.
- From 30 days before arrival, the full stay is non-refundable.
- If you book within 30 days of arrival, the stay is non-refundable from the moment you book. 50% is charged at booking and the balance 48 hours later.

Lighter Event Weekend terms

These apply to OSU winter commencement, Bedlam hockey, The Mid South, the Boys From Oklahoma concert series, Calf Fry, and OSU spring commencement.

- Cancel free of charge until 14 days before check-in.
- At 14 days, 50% of the stay is charged and becomes non-refundable.
- At 3 days before arrival, the balance is charged and the full stay becomes non-refundable.

MAINTENANCE NOTE: naming the events means this document survives the year, but the dates behind them still have to be updated in Mews annually — in the Event Weekend pricing, the closed-to-stay and minimum-stay restrictions, and the policy exceptions. Dates currently configured: winter commencement Dec 10–13 2026, Bedlam hockey Jan 28–31 2027, The Mid South Mar 11–14 2027, Calf Fry Apr 29 – May 2 2027 (assumed — not yet announced), spring commencement May 6–9 2027. The Boys From Oklahoma concert series is not yet configured because 2027 dates have not been announced; the 2026 show was in April. Note also that a Mews policy exception holds a maximum of four date ranges, so these events require two exceptions — the second currently has room for three more ranges.

6. Changes, early departure, and no-shows

Changing a reservation

Ask us and we will do what we can. Date changes depend on availability and the rate in effect for the new dates; if the new dates cost more, the difference is payable. Changing the dates of a Non-Refundable reservation is not possible. Changes to an Event Weekend reservation are treated as a cancellation and rebooking once the applicable deadline has passed.

Shortening a stay

If you shorten a Fully Flexible reservation before the free cancellation deadline, the released nights are not charged. After that deadline, one night's room and tax applies. Nights released from a Non-Refundable or Event Weekend reservation are charged in full.

Leaving early

If you decide to leave before your scheduled departure, tell the front desk by 11:00 AM on the day before you plan to go and we will release the remaining nights without charge on a Fully Flexible reservation. With less notice, one night's room and tax is charged. Non-Refundable and Event Weekend reservations are charged in full.

No-shows

If you do not arrive and have not cancelled, we charge according to your rate — one night for Fully Flexible, the full stay for Non-Refundable and for Event Weekend reservations past their deadline — and the remaining nights are released.

How to cancel or change

Use the link in your confirmation email, write to hello@thebookendhotel.com, or call (405) 533-1938. A cancellation takes effect when we confirm it, so please keep our confirmation. Reservations made through a travel website must be changed or cancelled through that website.

7. Payment

- We accept major credit and debit cards. A valid card is required to hold every reservation, including reservations that are not charged until check-in.
- Card details are processed by Mews Payments. We do not see or store full card numbers.
- At check-in we place an authorization hold of \$100 per night on your card for incidental charges. This is a hold, not a charge — no money leaves your account unless charges are

posted. The hold is released after check-out, and how soon the funds show as available again is controlled by your bank.

- If a card is declined, you must provide an alternate form of payment within 24 hours or the reservation may be cancelled and the room released.
- You are responsible for all charges posted to your room, including charges by anyone you allow to use it and, if you authorize it, purchases at The Bar at The Bookend Hotel.
- If you think a charge is wrong, contact us first at hello@thebookendhotel.com or (405) 533-1938. We will review it promptly. Starting a chargeback without contacting us does not relieve you of charges properly owed.

8. Arrival, departure, and the stay

- Check-in begins at 3:00 PM. Check-out is at 11:00 AM.
- Early check-in and late check-out to 1:00 PM are subject to availability at \$45 each, and are only guaranteed once the front desk confirms them.
- Departures after 11:00 AM without approval are charged \$50 per hour; departures after 2:00 PM are charged a full additional night.
- Occupancy limits apply to every room and are listed in our Guest Policies. Children of any age count toward the limit.
- Our Guest Policies & House Rules form part of your reservation. They cover the age rules, our non-smoking policy, animals, damage charges, and conduct. They are published at thebookendhotel.com, posted at the registration desk and in each guest room, and available from the front desk.

9. Packages and promotional rates

From time to time we offer packages and promotions that include something beyond the room. Each one carries its own terms — minimum stay, included items, eligible dates, and its own cancellation rules — which are shown when you book and in your confirmation. Where a package conflicts with these Reservation Terms, the package terms govern for that booking. Included items have no cash value and cannot be exchanged or refunded separately.

10. If we cannot provide your room

This is rare, and we plan carefully to avoid it. If for any reason we cannot provide the room you reserved:

- We will tell you as soon as we know.
- We will arrange comparable accommodation nearby and cover the cost of the first night, up to the amount of the room rate you booked for that night, along with transport there. We will refund whatever you have paid for any night we cannot honor.
- If a fire, flood, storm, utility failure, public health order, or other event beyond our reasonable control prevents us from providing your stay, we will refund amounts you have

paid for the affected nights. We are not responsible for other costs such as travel, event tickets, or lost time.

Nothing here limits any right you have under Oklahoma law.

11. Reservations through travel websites

When you book through Booking.com, Expedia, or another travel site, your contract for the booking is with that site and its terms govern payment, changes, and cancellation — not this document. Changes and cancellations have to go through them. Once you arrive, our Guest Policies & House Rules apply to your stay exactly as they do to guests who book with us directly, and charges you incur at the Hotel are settled with us.

12. General

- These terms are governed by the laws of the State of Oklahoma.
- Any dispute will be brought in the District Court of Payne County, Oklahoma, or, where federal jurisdiction exists, the United States District Court for the Western District of Oklahoma. Disputes are resolved individually and not as part of any class or representative action. Nothing here prevents either of us from bringing a claim in small claims court.
- We may update these terms. The version in force when you book is the version that applies to your reservation, and we will not apply later changes retroactively.
- If any provision is unenforceable, the rest remains in effect.
- We handle your information as described in our Privacy Policy at www.thebookendhotel.com/privacy-policy.

Contact

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