

THE BOOKEND HOTEL

Guest Policies & House Rules

Republic Properties LLC, doing business as The Bookend Hotel · Effective October 1, 2026 · Version 1.3

1. About These Policies

The Bookend Hotel is owned and operated by **Republic Properties LLC**, an Oklahoma limited liability company doing business as The Bookend Hotel (the “Hotel,” “we,” “us,” or “our”). The bar located on the premises is owned and operated by **Bookend Bar LLC**, doing business as The Bar at The Bookend Hotel (the “Bar”), a separate company. Except where Section 16 says otherwise, these policies are the Hotel’s.

These Guest Policies & House Rules apply to every person who stays at, visits, or otherwise uses the Hotel. They work alongside three other documents:

- Reservation Terms & Cancellation Policy — rates, deposits, cancellation and no-show terms, accepted at the time of booking.
- Website Terms of Use — use of thebookendhotel.com.
- Privacy Policy — how we handle your information.

You accept these policies when you reserve a room, sign our registration card at check-in, or stay at or visit the Hotel. A copy is posted at the registration desk and inside the door of each guest room, a full copy is in the folio in your room, and we are glad to print one for you at the front desk at any time. These policies are also published at thebookendhotel.com.

2. Definitions

- “Registered Guest” means the person who signs the registration card and is responsible for the room and all charges to it.
- “Guest” means the Registered Guest and anyone occupying the room with them.
- “Visitor” means anyone a Guest invites onto the property who is not occupying the room overnight.
- “Property” means the Hotel building, the library, grounds, parking areas, and all furnishings and collections in them.

3. Arrival and Departure

Times

Check-in begins at 3:00 PM. Check-out is at 11:00 AM.

Age and identification

The Registered Guest must be at least 21 years of age, must present a valid, unexpired government-issued photo ID matching the reservation name together with a valid credit or debit card in the same name, and must be in residence for the duration of the stay. We may decline to

complete check-in if we cannot verify identity. We verify identification visually at check-in; we do not photocopy, scan, or otherwise retain guest identification.

A reservation paid for by someone who will not be staying requires a completed third-party credit card authorization form (Appendix B) received in advance. Payment by a third party does not permit anyone under 21 to check in alone. Full age rules are in Section 10.

Early arrival and late departure

Early check-in and late check-out are subject to availability and are not guaranteed until confirmed by the front desk. When available, they may be purchased in advance or at the desk at the rates shown in Section 11. A purchased late check-out extends your departure to 1:00 PM. Departures after 11:00 AM without prior approval are subject to the late departure fee, and departures after 2:00 PM without approval are charged a full additional night.

Luggage storage is available at the front desk on the day of arrival and the day of departure. Stored items are left at your own risk and are subject to Section 12.

4. Payment, Authorization Holds, and Charges

Room rates are quoted per room, per night, and exclude applicable taxes. Taxes currently total 16.313% of the room charge and are made up of:

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

Products and merchandise, such as items from the shop, are subject to sales tax but not to the lodging tax. Rates are set by the state, county, and city and may change. The taxes applied to your reservation are itemized at booking and on your final bill.

- 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; how quickly the funds show as available again is controlled by your bank, commonly 3 to 7 business days.
- 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 made by anyone you permit to use the room and, if you authorize it, charges from the Bar under Section 16.
- If you believe a charge is incorrect, contact us first at (405) 533-1938 or hello@thebookendhotel.com. We will review promptly. Initiating a chargeback without contacting us does not relieve you of charges properly owed.

5. Occupancy Limits

For safety and insurance reasons, the number of people occupying a room may not exceed the limits below. Children of any age count toward occupancy.

Room category	Maximum persons	Beds
Standard King	2	1 king
Standard King (Hearing Accessible)	2	1 king
Standard Queen	4	2 queens
Standard Queen (Mobility/Hearing Accessible)	4	2 queens
Superior King	2	1 king
Grand King	2	1 king
Grand Queen	4	2 queens
Two-Bedroom Suite	6	3 kings, one a sofa bed

Cribs and pack-and-plays are provided at no charge subject to availability. We do not offer rollaway beds. Exceeding the stated occupancy without our written approval is grounds for removal under Section 20.

6. Visitors

- Visitors are welcome in the lobby, library, and public areas during posted hours. Visitors must depart the guest floors by 10:00 PM.
- The Registered Guest is responsible for the conduct of their Guests and Visitors and for any damage or charges they cause.
- Anyone staying overnight must be registered at the front desk and counts toward the room's occupancy limit. Unregistered overnight visitors are subject to the fee in Section 11.
- We may ask any Visitor to leave at any time.

7. Quiet Hours, the Library Lobby, and Shared Spaces

Quiet hours are 10:00 PM to 7:00 AM.

Our library is our lobby — the collection lives in the room where guests arrive, meet, and pass through, and we like it that way. It is not a silent room, and nobody needs to whisper. We do ask that everyone respect the atmosphere of the hotel: conversational voices, long or loud phone calls taken to your room or outside, headphones for music and video. Our staff may ask that a conversation move elsewhere, and we appreciate your understanding when they do.

Coffee and pastries are served each morning from 7:00 to 10:00 AM at the breakfast bar for registered guests.

We occasionally host readings, workshops, and private events in the library lobby and other public areas. We will note scheduled events at booking and at check-in where we can, but public spaces may be in use or closed from time to time. This does not entitle a guest to a refund or rate adjustment.

8. Smoking, Vaping, and Open Flame

The Hotel is entirely non-smoking. Smoking and vaping of any substance are prohibited in all guest rooms, the library, all interior spaces, balconies and terraces, and within 25 feet of any entrance. This applies to cannabis, including medical marijuana — an Oklahoma medical marijuana license does not permit smoking or vaping inside the building.

Because of the age of the building and the collection it holds, candles, incense, and any open flame are prohibited, as are space heaters and cooking appliances brought from outside. Violations are subject to the recovery fee in Section 11 plus the actual cost of remediation and of any room taken out of service.

9. Animals

Pets are not permitted at the Hotel.

Service animals are welcome. Under the Americans with Disabilities Act, a service animal is a dog (or, in some circumstances, a miniature horse) individually trained to do work or perform tasks for a person with a disability. Where it is not obvious what service an animal provides, our staff may ask only two questions: (1) is the animal required because of a disability, and (2) what work or task has the animal been trained to perform. We will not ask about your disability, request documentation, or charge any fee for a service animal.

A service animal must be under the handler's control at all times and housebroken. An animal that is out of control, not housebroken, or that poses a direct threat may be asked to leave, and the handler remains welcome. The handler is responsible for any damage the animal causes.

Emotional support, comfort, and therapy animals are not service animals under the ADA and are not permitted under this policy.

10. Age Requirements, Children, and Minors

The Registered Guest

The Registered Guest must be at least 21 years of age, must present valid government-issued photo identification at check-in, and must be in residence for the duration of the stay. A reservation paid for by someone who will not be staying requires a completed third-party credit card authorization form (Appendix B), and does not permit a guest under 21 to check in alone.

Guests aged 18 to 20

Guests aged 18 to 20 are welcome as occupants when at least one Registered Guest aged 21 or older is staying in the same room.

Guests under 18

Guests under 18 must be accompanied in the room by a parent or legal guardian, or by an adult aged 21 or older carrying written authorization from a parent or guardian, which we will keep on file for the duration of the stay (Appendix C). Guests under 18 may not be left unattended in the library, lobby, or other public areas, and remain the responsibility of their parent, guardian, or accompanying adult at all times.

Keys and access

Room keys are issued to the Registered Guest and to occupants the Registered Guest designates in person at the front desk. Access to The Bar at The Bookend Hotel is governed by Oklahoma law and the Bar's license as described in Section 16; being a hotel guest does not create an exception.

11. Care of the Property; Fee Schedule

The Hotel occupies a restored 1938 library and holds furnishings, art, and a book collection that are not easily replaced. Guests are responsible for damage or loss caused by them, their Guests, or their Visitors, whether intentional or accidental. Charges are posted to the card on file, and we will provide an itemized statement and photographs on request.

Lost a room key? Just tell us — we replace keys at no charge.

Item	Amount	Notes
Smoking or vaping violation	\$250	Plus remediation and lost room revenue
Tampering with a smoke detector or fire equipment	\$250	Plus actual cost; may result in removal
Excessive cleaning	\$150–\$500	Biohazard, spills, odor, or damage beyond normal use
Damaged or stained linens, towels, or robes	Replacement cost	Robe \$95; throw blanket \$75
Missing or damaged library book	Replacement cost + \$10	See Section 15
Damaged furnishings, fixtures, or artwork	Repair or replacement cost	Itemized on request
Unregistered overnight visitor	\$50	Per person, per night
Late departure without approval	\$50 per hour	After 11:00 AM; a full night after 2:00 PM
Early check-in (guaranteed)	\$45	Subject to availability
Late check-out to 1:00 PM (guaranteed)	\$45	Subject to availability

12. Guest Property, Valuables, and Liability

The front desk maintains a safe for the safekeeping of money, jewelry, negotiable instruments, and other items of unusual value. Hand any such item to a member of our staff, tell us what it is worth, and we will give you a receipt. Guest rooms are not equipped with in-room safes.

Oklahoma law (15 O.S. § 503a) limits our liability for guest valuables to \$300 where we provide a depository and post notice that it exists, and a guest does not use it. That notice is posted at

the registration desk. If you are carrying something worth more than \$300, tell us — we can agree in writing to accept it at a stated value.

Under Oklahoma law, our liability for loss of or damage to guest property is limited, and those limits depend on whether valuables were deposited as described above. We are not liable for loss caused by circumstances beyond our control, by your own negligence, or by the acts of persons you bring onto the property. We are not responsible for vehicles or their contents.

Nothing in this section limits any liability that cannot be limited under Oklahoma law, including liability for personal injury caused by our negligence.

13. Lost and Found

Items left behind are logged and held for 30 days. We are glad to return them by mail at your expense; contact hello@thebookendhotel.com with a description. Unclaimed items are donated or discarded after the holding period. Perishable items, medication, and alcohol are discarded immediately. See Section 12 regarding liability for abandoned property.

14. Housekeeping, Entry, and Maintenance

Housekeeping service is provided daily. Please let us know at check-in if you would prefer that we skip a day or come at a particular time.

We may enter a guest room for housekeeping, maintenance, inspection, safety, or to respond to an emergency. Except in an emergency, we will knock and identify ourselves first. A “Do Not Disturb” request is honored for up to 24 hours, after which a staff member will make contact and may enter to perform a welfare and safety check. We may also enter as required by law or at the direction of law enforcement acting under lawful authority.

15. The Library and Book Programs

- Books in our collection may be read anywhere on the property and taken to your room during your stay. Please return them to the front desk or the shelving cart before departure.
- Books in the general library are part of the collection and are not for sale.
- Books removed from the property, or returned damaged, are charged at the rate shown in Section 11.
- Rare, signed, and archival volumes are marked and remain in the library.

16. The Bar at The Bookend Hotel

The Bar is owned and operated by Bookend Bar LLC, a separate company from the Hotel, under its own license from the Oklahoma ABLE Commission. The following applies in the Bar and to alcohol on the property.

- You must be 21 or older to purchase or consume alcohol. Valid government-issued photo identification is required, regardless of apparent age.

- Service will be refused to anyone who cannot produce valid identification, who appears intoxicated, or whose conduct is disruptive. Our staff's judgment is final and is not subject to dispute.
- Alcohol not purchased from the Bar may not be brought into or consumed in the Bar or any other licensed area. Guests may consume their own alcohol within their private guest room.
- The Bar room is strictly 21 and over. No one under 21 may enter the Bar at any time, accompanied or not, whether or not they are a hotel guest.
- Beverages purchased at the Bar may be carried into and enjoyed in the library lobby, the conference room, the event room, and the outdoor patio. No one under 21 will be served alcohol in any of these areas, and no one under 21 may consume alcohol anywhere on the property.
- Alcoholic beverages may not be taken beyond these areas except as permitted by Oklahoma law and ABLE Commission rules.
- Registered Guests may charge Bar purchases to their room where authorized at check-in. Bar charges are collected by the Hotel on the Bar's behalf under a written billing agreement between the two companies. Disputes about a Bar charge are resolved with the Bar.
- Guests under 21 may not be admitted to any enclosed lounge or bar area whose main purpose is the sale of alcoholic beverages, whether or not they are accompanied by an adult and whether or not they are hotel guests. Where an area qualifies under Oklahoma law as one in which alcohol sales are incidental, guests under 21 may be present but will not be served.
- The Bar's doors are closed at 10:00 PM so that sound does not carry to the guest floors. The Bar stays open behind them — come and go as you like, and simply open the door. Last call is at 11:15 PM and the Bar closes at 12:00 AM.

17. Parking and Vehicles

The Hotel owns the parking areas on the north and west sides of the building, a total of 19 stalls. Parking is complimentary for guests, no permit is required, and stalls are first come, first served. We cannot reserve or guarantee a stall, and on event weekends the lot fills early.

Vehicles are parked at the owner's risk. We are not responsible for theft from or damage to vehicles or their contents. Vehicles parked in a way that blocks access, occupies an accessible stall without proper credentials, or violates posted rules may be towed at the owner's expense.

18. Accessibility

The Hotel offers two accessible guest rooms:

- Standard King (Hearing Accessible) — a first-floor king room with visual smoke and fire alarm, visual doorbell, and a telephone with visual notification.

- Standard Queen (Mobility/Hearing Accessible) — a two-queen room with a roll-in shower, grab bars, and an accessible route, together with visual smoke and fire alarm, visual doorbell, and a telephone with visual notification.

Detailed descriptions of accessible features appear on our website so that you can determine whether a room meets your needs. Accessible rooms may be reserved online or by calling (405) 533-1938 and are held for guests who need them. Service animals are welcome as described in Section 9.

If you need an accommodation we have not described, please contact us at (405) 533-1938 or hello@thebookendhotel.com before arrival and we will do our best to help.

19. Safety and Emergencies

- Each guest room door is equipped with a night latch or bolt. Please use it.
- Evacuation routes are posted inside each guest room door. In an alarm, leave the building by the nearest marked exit and do not use any elevator.
- Report any hazard, injury, spill, or maintenance problem to the front desk immediately. Report a fire or medical emergency by calling 911 first, then the front desk.
- Do not prop exterior doors, disable locks, or tamper with alarms, detectors, or sprinklers.
- The front desk is staffed 24 hours a day. Dial the front desk from your room telephone, or call (405) 533-1938, at any hour for emergency procedures or assistance.

20. Conduct, Refusal of Service, and Removal

We want the Hotel to be calm, safe, and welcoming. We may refuse service, refuse accommodation, or require any person to leave the property for reasons including:

- Failure to pay amounts due or to provide a valid form of payment.
- Disorderly conduct, threats, harassment of guests or staff, or visible intoxication.
- Suspected unlawful activity, or any violation of law on the property.
- Violation of these posted policies, including smoking, occupancy, and animal policies.
- Damage to the property or the collection.

Under Oklahoma law, a person who has been told they are being removed from the Hotel and who refuses to leave may be treated as a trespasser and removed by law enforcement. Removal does not entitle you to a refund, and all charges incurred and all amounts committed for the remainder of the reservation remain due.

We do not tolerate harassment or abuse of our staff in any form.

21. Guest Responsibility

You are responsible for, and agree to reimburse and indemnify the Hotel against, any claim, loss, damage, or expense (including reasonable attorneys' fees and costs of collection) arising from:

- Damage to or loss of Hotel property caused by you, your Guests, or your Visitors.
- Injury or damage to a third party caused by the acts or omissions of you, your Guests, or your Visitors.
- Your violation of these policies or of applicable law while on the property.

This section does not apply to any claim caused by the negligence or willful misconduct of the Hotel, its employees, or its agents, and nothing in these policies waives any right you may have arising from such conduct.

This section survives your departure.

22. Firearms and Weapons

We do not prohibit the lawful possession of firearms by our guests, and we do not post a general firearms prohibition. We do ask that firearms stay out of sight and out of the way, and the rules below are ones we enforce.

Where firearms may not go

Oklahoma law makes it unlawful to carry a weapon into an establishment where the sale of alcoholic beverages is the primary purpose of the business (21 O.S. § 1272.1). The Bar at The Bookend Hotel is such an establishment. Firearms may not be carried into the Bar at any time. This is a matter of state law rather than hotel preference, and we cannot make exceptions — including for guests with a handgun license.

Everywhere else on the property

- A firearm carried on the property must be concealed or cased and out of sight at all times.
- Firearms may not be displayed, handled, loaded, unloaded, cleaned, or modified anywhere on the property, including inside guest rooms. If you need to handle a firearm, please do so in your vehicle or off property.
- A firearm left in a guest room must be unloaded and secured in a locked case. A housekeeper who encounters an unsecured firearm will leave the room and notify the front desk, and we may suspend housekeeping service for that room for the remainder of the stay.
- Ammunition should be stored separately from the firearm, in a closed container.
- Cased long guns are welcome — we are in good hunting country and we see them every fall. Bring them in cased, keep them cased, and store them in a locked case or in your vehicle.

In vehicles

Oklahoma law protects the right to transport and store a firearm in a locked vehicle in our parking areas, and we do not interfere with it (21 O.S. § 1290.22).

What we will act on

We may refuse service, end a stay without refund, and contact law enforcement if any person brandishes, points, or handles a firearm in a manner that alarms another guest or a member of

our staff; discharges a firearm on the property; carries a firearm while intoxicated; or is a person prohibited by law from possessing one.

Other weapons

The same expectations apply to knives beyond ordinary pocket or utility knives, and to any other weapon: carried discreetly, not displayed, not handled in public areas. Explosives, fireworks, and incendiary devices are not permitted anywhere on the property.

Exemptions

Sworn peace officers carrying in the course of their duties are exempt from this section, as is any person otherwise authorized by law.

What we do not do

We do not search luggage or vehicles, and we do not ask guests whether they are carrying. This section describes what we expect and what we will respond to, not a screening program.

23. Photography, Marketing, and Guest Content

We occasionally photograph and film the Hotel's public spaces for marketing. If you prefer not to appear, let a staff member know and we will work around you. We do not photograph guest rooms while occupied.

If you send us photographs, reviews, or a note for our Library Ledger, you give us permission to reproduce and display that content in our marketing, in the library, and on our website and social channels, with attribution by first name unless you ask otherwise. You can withdraw that permission for future use by contacting hello@thebookendhotel.com.

24. Communications and Privacy

We handle personal information as described in our Privacy Policy at www.thebookendhotel.com/privacy-policy. We use your contact details to manage your reservation and stay. Marketing email is sent only with your consent and every message includes an unsubscribe link. Text messages about your stay are sent only if you opt in, and message and data rates may apply; reply STOP to opt out.

25. Changes, Governing Law, and Contact

We may update these policies from time to time. The version posted at the registration desk and on our website at the time of your stay is the one that applies, and we will note the effective date on each version. Material changes will not be applied retroactively to a reservation already confirmed.

These policies 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, in 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. This does not prevent either of us from bringing a claim in small claims court.

If any provision is found unenforceable, the rest remains in effect.

Contact

Republic Properties LLC dba The Bookend Hotel

206 West 6th Avenue, Stillwater, Oklahoma 74074

Telephone (405) 533-1938 · hello@thebookendhotel.com

Legal notices: Republic Properties LLC, 206 West 6th Avenue, Stillwater, Oklahoma 74074

Appendix A — Registration Card Acknowledgment

Suggested language for the signature block on your registration card, printed or on the signature pad at check-in. This is the strongest point of acceptance you have; keep it short.

I am at least 21 years of age and the information above is correct. I have received and agree to The Bookend Hotel's Guest Policies & House Rules, posted at the registration desk and inside my guest room door, and to the Reservation Terms accepted with my booking. I authorize the Hotel to charge the card on file for my room, taxes, incidentals, authorized charges from The Bar at The Bookend Hotel, and any damage or fees described in those policies. I am responsible for the conduct of everyone I bring to the property.

Signature: _____ Date: _____

Charge Bar purchases to this room: ☐ Yes ☐ No

Marketing email: ☐ Yes, send me news and offers ☐ No

Text messages about my stay: ☐ Yes ☐ No

Appendix B — Third-Party Credit Card Authorization

Use when someone who will not be staying is paying for the room — a parent paying for an adult child, a company paying for a guest, a friend giving a stay as a gift. Return completed to hello@thebookendhotel.com at least 48 hours before arrival. This form does not collect a card number and never should. Once it is returned, we send the cardholder a secure payment link from Mews; the cardholder enters their own card details and the Hotel never handles the number.

Reservation confirmation number: _____ Arrival: _____
Departure: _____

Name of guest who will stay and check in:

Cardholder name: _____ Relationship to
guest: _____

Cardholder billing address:

Cardholder telephone: _____ Cardholder email:

Authorization

I authorize Republic Properties LLC dba The Bookend Hotel to charge my card for the following on the reservation identified above:

☐ Room and tax only ☐ Room, tax, and incidental charges ☐ Other:

I understand that: (1) the person named above must be at least 21 and must present their own photo identification and a payment card at check-in for incidental charges unless I have authorized incidentals here; (2) payment by me does not permit anyone under 21 to check in alone; (3) I have read the Hotel's Guest Policies and the Reservation Terms, including the cancellation terms for the rate booked; and (4) charges properly made under this authorization will not be disputed as unauthorized.

Cardholder signature: _____ Date:

For hotel use

Secure payment link sent to cardholder on: _____ By: _____

Cardholder photo identification verified by video call or in person on: _____ By:

We verify the cardholder's identification but do not keep a copy of it. Do not photograph, scan, or attach identification to this form. Never record a card number on this form, and never accept one by email.

Appendix C — Parent or Guardian Authorization for a Guest Under 18

Use when a guest under 18 will stay with an adult who is not their parent or legal guardian — a grandparent, a coach, a friend's parent. Keep on file for the duration of the stay.

Minor guest name: _____ Date of birth: _____

Accompanying adult (Registered Guest), age 21+:

Reservation confirmation number: _____ Arrival: _____ Departure: _____

Parent or legal guardian name:

Telephone (reachable during the stay): _____ Email: _____

I am the parent or legal guardian of the minor named above. I authorize the minor to stay at The Bookend Hotel in the company of the accompanying adult named above for the dates shown. The accompanying adult is responsible for the minor during the stay. I authorize the accompanying adult to consent to emergency medical treatment for the minor if I cannot be reached.

Parent or guardian signature: _____ Date: _____
