



# HOTEL POLICIES

## RESERVATION POLICY

Check-In Time 2:30 PM | Check-Out Time 10:30 AM. Hotel rooms are available seasonally from March - December. Rates vary by day of the week, time of the year and by the room.

A 25% deposit is required to confirm a room reservation.

***YOUR PAYMENT OF THE DEPOSIT SIGNIFIES YOUR RECEIPT OF AND COMPLIANCE WITH ALL PLEASANT BEACH HOTEL POLICIES OUTLINED WITHIN THIS DOCUMENT.***

## PROPERTY & CANCELLATION POLICIES

As a small, independent property, we ask for your understanding in respecting our cancellation, change and no-show policies. Please read carefully.

The Pleasant Beach Hotel is not responsible for weather conditions, personal emergencies, or schedule changes.

### ***Cancellation Policy***

***Standard Reservations:*** Reservations cancelled less than 21 days prior to arrival, result in a forfeiture of your advance deposit. You must cancel by 3pm 72 hours prior to arrival or you are financially responsible for any additional reserved nights not covered by your advance deposit.

***Group Reservations:*** Reservations cancelled less than 30 days prior to arrival result in a forfeiture of your advance deposit. You must cancel by 3pm 72 hours prior to arrival or you are financially responsible for any additional reserved nights not covered by your advance deposit.

***Block Reservations:*** Block Reservations cancelled at any time result in a forfeiture of your negotiated deposit. In order to create a Block Reservation, please contact Owner, Timothy Lowden.

### ***Change/Cancellation Fee***

***Standard Reservations:*** We reserve the right to charge a \$30 change/cancellation fee if a reservation is shortened, rescheduled, or cancelled at any time.

### ***No Shows***

A no show reservation will be subject to a release of room at 11am the morning following the date of arrival. You are financially responsible for the entire booked stay.

### **Terms and Conditions**

***Check-In:*** Check-in is 2:30pm.

***Check-Out:*** Check-out is by 10:30am

We have a small, dedicated staff that needs time to prepare rooms for arriving guests. If you require more time, a 12pm check-out can sometimes be arranged with prior notification for an additional fee of \$30. Please submit your request the night prior to departure.

If you would like to extend your stay for another night(s), please inform our staff and we will advise you of availability.

We thank you for your understanding.

**Hotel Accessibility:** The Pleasant Beach Hotel has 7 rooms that are accessible by stairs only & 3 rooms on the first floor. Our historic property has no elevator. Prior to and during your stay, please advise if special accommodation or accessible parking is needed and our team will work with you to ensure you have a wonderful visit.

**Occupancy:** All guest rooms accommodate occupancy that's listed in the description of the room. Due to fire code and safety restrictions, not all rooms can accommodate extra people. There is a \$25 nightly fee per each additional guest 12 and older. All visitors and guests occupying a guest room must be registered with the front desk. We reserve the right to charge for unauthorized guests beyond the allowed occupancy limit per room. A limited number of rollaway beds are available upon request.

**Pets:** We are unable to accommodate pets. No exceptions. Undisclosed pets may result in an additional cleaning fee of \$250 and/or being asked to leave the premises. Additionally, any damage caused by your animal is your responsibility.

**Minimum Age:** You must be at least 21 to rent our property or occupy a guest room without a parent.

**Credit Card Authorization and Payment:** A valid credit card is required to make a reservation. We accept all major credit cards.

If using a debit card, please note that your bank will hold your funds at the time of authorization; for this reason, debit cards are typically discouraged for all hotel reservations.

Your credit card and a valid ID must be presented at check-in, at which time the remaining balance of your stay will be charged.

For alternate forms of payment or third-party payment, please inquire.

**Group Reservations:** To ensure the comfort and enjoyment of all guests, we have special policies regarding group reservations. Any booking exceeding three rooms must be booked through our group reservationist.

Before booking online, please contact us regarding your group's stay so that we can mutually determine if our hotel is a good fit. All group rentals of 4 or more rooms will be reviewed by management prior to official confirmation. Therefore, reservation requests submitted online for 4 or more rooms, or individual online reservation requests that constitute a group reservation of 4 or more rooms are considered unconfirmed until notified by a manager via email.

**Parking:** Free off-street parking is typically available for each guest room. Additional free parking is available on nearby streets. Trailers and/or boats are not permitted in our lot. Please respect the neighboring homes and businesses and do not park in their lawns or lots; you may be towed. We are not responsible for damage to vehicles, or damage or loss of property left in parked vehicles, regardless of location.

**Quiet Hours:** Please show respect for other guests and keep noise to a minimum between the hours of 11pm and 9am. Guests who disturb other guests may be asked to leave and will not be provided with a refund.

**Damage to Property:** Guests are responsible for any damage or loss they cause to the property. Guests may be charged cleaning fees for damaged, destroyed or excessively soiled towels, linens and/or other soft goods.

**No Smoking, No Candles, No Incense, Etc.:** The Pleasant Beach Hotel Properties are strictly non-smoking. Smoking/Vaping is only allowed in designated areas of the outside of the property. **Smoking is not allowed in the building, in guest rooms, in public outdoor areas or on private outdoor balconies and porches.** Evidence of smoking, including the smell of smoke, in the room areas will result in a minimum \$250 charge plus the cost of any damaged property.

The burning of any sort of object including candles or incense, and the use of strongly scented items is prohibited. All the above are subject to cleaning and damage fees.

## **OUR PRIVACY POLICY**

Pleasant Beach Hotel only collects personal information necessary to offer the services we provide. Information collected is never sold to a third party for marketing purposes.

JANUARY 2024

