

## **Olivia's Bridge Street Inn Policies:**

Olivia's Bridge Street Inn is an exclusive property where every guest reservation is both important and special to us. Rates/policies are subject to change and vary during high impact periods and for special requests. Please call the Inn for specifics and clarification. **YOU MUST BE 21 OR OLDER** to reserve a room. Anyone under 21 must be accompanied by a parent or LEGAL guardian.

### **Deposits:**

-50% of your total reservation amount will be charged as the deposit for your stay. All deposits must be paid with a credit card. NO CASH or CHECK deposits will be taken. No reservation is official until your credit card is processed and approved.

-When booking within 7 days of your check-in date, the full amount of your stay will be charged to your credit card at time of reservation.

### **Payments:**

-Credit cards accepted are: Master Card, Visa, American Express and Discover. (When using a debit card, be mindful that some banks may hold the charges and refunds against your account for up to 45 days. Check with your bank for individual policies.) No reservation is official until your credit card is processed and approved. A second confirmation email will be sent after your credit card is charged (usually within the next 2 days). In the event your card is declined, you will be notified and may provide an alternate card.

-Cash is accepted for room balances and retail items after check-in.

### **Cancellations and Changes:**

If you must cancel or change your reservation, you must contact us **at least 3 days prior** to your arrival date. Please do so by EMAIL ONLY (NO PHONE CALLS). No phone cancellations or changes will

be accepted. Cancellations and changes must be made and confirmed by email to avoid any miscommunication. Cancellation and change emails must provide reservation confirmation number. To avoid any cancellation fees, travel insurance is recommended.

-A minimum of 14 days' notice is required to receive a full refund of your deposit.

-If you cancel less than the 14-day period, a fee of \$50.00 will be charged to your card and the remainder of your deposit will be refunded.

-If you cancel or shorten your stay with **less than 3-days' notice**, please understand, that we must ask you to take responsibility for your entire reservation and no refunds will be given.

-No refunds will be given for cancellations of reservations on Holiday or Festival weekends. This includes, but is not limited to: Memorial Day weekend, Labor Day weekend, Valentine's Day and the following weekend, Thanksgiving and the following weekend, Christmas and the following weekend, New Years and the following weekend, and Gay Pride weekend. The full amount will be charged to your card. Memorial Day weekend and Labor Day weekend carry a 3-night minimum. Call the Inn for a list of others and specific dates.

-Any amendments to existing reservations for holiday and festival weekends will be charged a \$35.00 fee.

-No refunds will be given on partial cancellations involving a 2-night minimum. The full price of the stay will be charged.

-Any cancellations on a full house rental require 90 days' notice to receive a refund on the deposit. Any full house cancellations received within 90 days of check-in result in a forfeit of the full deposit.

### Longer Term Rentals:

-A 50% deposit is required for all reservations.

-Any reservation for longer than 7 days requires a 90-day notice of cancellation in order to receive a refund on the deposit. Any

cancellations made less than 90 days prior to check-in will be charged the entire amount of the reservation. Any changes or amendments to existing reservations will incur a \$35.00 charge per room/ per change.

-All other standard check-in rules apply. Call us for details or clarification.

### Check-in:

Please remember that we are a Bed and Breakfast, and therefore, not the same as a large hotel. Because of this we are not staffed 24 hours, and we have specific check-in hours.

-Standard check-in is 3:00 PM until 6:00 PM Monday through Friday, and from 3:00 PM until 5:00 PM on Saturdays, Sundays, Holidays, and Festival Weekends. We cannot guarantee early check-ins.

-Late arrivals for check-in will be charged a \$35.00 per room late fee.

-If you are going to be later than your chosen check-in time, please call the inn before 3:00 PM on the day of check-in to give an estimated arrival time. **Failure to arrive by 9:00 PM without prior notice will result in automatic cancellation of reservation and the full price of the reservation will be charged.**

### Check-out:

-Check-out is by 11:00 AM. We CAN NOT guarantee late check-outs. Any check-outs after 11:00 am will incur a \$35.00 per hour fee.

### Parking:

-As our parking lot is small and is limited to 8 spots, we can only accommodate parking for ONE car per room/suite (Compact or mid-size only). Large trucks and SUVs cannot be accommodated.

Alternate parking for extra and larger cars is available at public pay lots.

-Guests are responsible for the extra cost for larger and extra cars.

-Parking for guests is NOT available after 11:00 am the day of check-out.

Pets, Children, and Maximum Capacity:

-Olivia's Bridge Street Inn does not allow pets.

-Well-behaved children are welcomed.

-Maximum occupancy of each room is 2 (including all children) unless otherwise stated. We cannot accommodate more than 2 persons in any room with one bed. This includes infant and toddler children.

-Maximum occupancy of suites is 4. Each additional guest (above the standard 2) in a suite is an additional \$45.00 per guest per night.

-Because of fire codes we cannot make exceptions.

Olivia's Bridge Street Inn is NON-SMOKING. Absolutely NO LIT CANDLES, INCENSE OR OPEN FLAMES ARE PERMITTED IN ROOMS, OUTDOOR AREAS OR PARKING LOT. Any evidence of smoking in rooms will result in a \$750.00 room cleaning fee.

Any damage to rooms or property will result in an appropriate cleaning or replacement charge. The guest takes full responsibility for damaged property.

There is a \$25.00 replacement fee for each key not returned at check-out.

GIFT CERTIFICATE POLICIES:

Physical gift certificates must be presented at check-in to be honored. Gift certificates are transferable. Any remaining amount on gift certificates can be used at a later date. Gift certificates

cannot be redeemed for cash. All gift certificates are subject to the same policies as any other reservation. Regretfully, we no longer accept third party gift certificates (i.e.: Yelp, Trip Advisor, etc.) NO REFUNDS ARE GIVEN ON GIFT CERTIFICATE PURCHASES.