

HOTEL INFORMATION A-Z

BATH AMENITIES:

Bath amenities are provided in rooms.

BREAKFAST/COFFEE:

Coffee is provided in-room. Weekdays: breakfast bars are available at the front desk. Weekends: Fresh-brewed coffee and a selection of bars and wrapped pastries are available in main lobby.

BUSINESS SERVICES:

Hotel offers complimentary print, copy, and fax to registered guests for the first 5 pages and \$0.50 for each additional page. Printing information is available at the front desk.

CANCELLATIONS/REFUNDS:

Cancellation policies vary depending on the rate type and are confirmed by email following booking. No refunds are issued for "Acts of God" that may occur during your stay, including, but not limited to, public utility failure, severe weather, pandemics, or personal emergencies. Refunds are never issued for Advance Pay discounted reservations. Visits shortened after check-in are subject to cancellation fees.

CHECK IN/OUT:

Rental period is from 4pm on check-in date until 11am on check-out date. If you need to occupy the room before 4 p.m., a two-night reservation is needed (i.e., the night before arrival). Arrangements to enter the building when checking in after 10 p.m. must be made in advance. Failure to arrive by 10 p.m. (without late arrival arrangements) will result in a no-show charge and reservation will be cancelled. Check out is by 11 a.m. If you need a later departure time, a two-night reservation is needed (the night following departure).

CHILDREN/COTS/CRIBS:

The hotel does not provide cots. Guest must provide their own crib/pack-n-play for infants and toddlers. Children must be always supervised; They should not be left unattended in guest rooms, allowed to jump on beds or climb on furnishings, roam hotel property unsupervised or use exercise equipment. There is no extra charge for children 5 and under when using existing beds. However, children occupying rooms with guardians do count towards occupancy levels which cannot be exceeded. Children 5 and older are charged EPF of \$10 nightly. Families will need to rent multiple rooms if number of adults and children exceeds room's occupancy. When renting multiple rooms, a primary guest of at least 21 years of age must be registered in room with children. At no time can children occupy a sleeping room without a 21 or older guardian.

DINING:

Hotel has on-site restaurant, the 220 House. For more information, please see restaurant's website www.220housepa.com

Rooms are equipped with a microwave and mini refrig/freezer. Most have a kitchenette area with sink. All have a dining table for en-suite meals.

EXERCISE ROOM:

Exercise room on lower level is for guests who are at least 18 years of age only. At no time should children/minors use machines even if accompanied by parent/guardian. Proper attire should be always worn, including shirt and shoes (no flip-flops or open-toe shoes). Equipment must be wiped down after use.

FRONT DESK:

Front Desk is staffed from 8am – 8pm. Management is on-site 24-hours and can address any emergency or problem. Room phone or courtesy phone at front desk can be used to reach management after-hours.

GROUPS:

Due to the small number of rooms we have to offer, group reservations for 3 or more rooms reserved more than 1 month (30 days) in advance, require a non-refundable deposit. Full payment is due 14 days before arrival date. Reservations made for more than 3 rooms, less than 1 month in advance, are negotiated on a case-by-case basis.

No in-room parties are permitted at any time. Number of persons in room must NOT exceed maximum occupancy of the room.

HEATING AND AIR CONDITIONING:

For your personal comfort, all rooms are equipped with individually controlled heating and cooling units. Some windows are able to be opened and others are stationary. Please be aware that opening room windows greatly increases outside noise.

HOUSEKEEPING SERVICE:

Professional housekeeping services are available on a limited basis. Occupied rooms must be vacated while the housekeeping staff services a room. Please make arrangements with the Front Desk if you need to be in your room during these housekeeping hours. Although we respect your privacy, to verify guest's safety and room condition, management reserves the right to enter a room every 24-hours. In addition, management reserves the right to enter a room at any time in the event of an emergency or if suspected illicit activity is occurring. Any unlawful activity on premises is reported to authorities.

ICE/WATER:

Ice/water machine is available for guests to use in the main lobby. Machine dispenses crushed ice and is suitable to fill in-room ice buckets and smaller thermoses, but NOT coolers. Ice for coolers may be obtained through the front desk during the hours of 8 am-8 pm. Complimentary bottled water is provided in guestrooms.

INTERNET:

Complimentary wireless Internet is available throughout the building. Guest must agree to Acceptable Use Policy (AUP).

LAUNDRY SERVICES:

Self-service: Coin-operated washer and dryers are located in the Guest Laundry Room on the lower level of the North Wing. These machines are HE (high efficiency) and require very small

amounts of HE detergents. To avoid over-sudsing problems, please do not over-fill the machines with detergent. In addition, do not overfill machines with too many garments or place heavy work/oil-filled clothing in machines. Make sure pockets are emptied and colors are sorted. Oil-saturated clothing should not be washed in machines. Machines take quarters only. Change for bills is available at the Front Desk between 8 a.m. and 8 p.m. Cost of machines is as follows: Wash: \$2.00 Super Wash: \$3.00 Dryer: \$0.25 per 8 minutes or \$1.00 per half hour.

Valet: The hotel has an in-house, wash-dry-fold service for casual garments only. Clothing will be returned same day if dropped off by 9 a.m. The cost is \$2.00 per pound of laundry.

Full-service: Troy Dry Cleaners provides free pick-up and delivery at the hotel on Tuesdays and Fridays. They can clean heavy garments/blankets, oilfield clothes and offer extra-starching.

PARKING:

The hotel has several parking lots:

Main Level: To the north and south sides of the hotel's main entrance (from Route 220/German Street) there are several spaces including handicap parking. These spaces provide easy access to all areas of the hotel and are available on a first-come, first-serve basis.

Center Street Lots: Additional parking lots (South and North Lots) can be accessed from Center Street behind the hotel. Center Street can be reached by exiting the main driveway and turning right (south on Route 220); taking next right on Christian Street by church; then turning right on Center Street. First driveway entrance is the South Lot (shared with Dental Office) and the third driveway entrance is the North Lot (before Sinclair's hardware store). Please note that the second (middle) driveway with garages is private.

Parking in the North Lot provides guests with internal access into the lower level of the hotel's North Wing; when parking in the South Lot, an exterior pathway must be used to return to the main entrance. Guests may temporarily park in the loading zone in front of the main hotel entrance while checking in or out and dropping off passengers.

PAYMENTS:

We accept American Express, Visa, MasterCard, and Discover and debit cards. Upon arrival, your card may be authorized for the full amount of stay, including taxes, as well as for \$250 security deposit for damages. Most authorizations release immediately upon departure and the posting of final charges; however, some banks may take longer to release funds for use. Hotel is not responsible for your bank's policy on release of funds. Guests will need to contact bank directly. Cash is accepted only when the full amount of stay is paid at check-in and a valid credit/debit card provided on file. Without a credit/debit card, guests must provide a cash security deposit equal to one night's stay. Checks and foreign currencies are not accepted.

- **DEPOSIT GUARANTEE** Reservations are guaranteed with a non-refundable room-hold deposit charged to a valid credit card in room occupant's name. MasterCard, Visa, American Express and Discover are accepted. Deposit is applied towards room charges and covers fees for cancellations after booking and returning room to available inventory. After grace period, cancellation fee is generally equal to one night's room charges including taxes. Some discount rates require full payment of all nights of reservation.

- **VALID ID/PAYMENTS** You must show a valid photo ID and credit card upon check-in. Cash payments require a valid credit card in guest's name on file and must be settled at check-in. No checks are accepted.
- **AUTHORIZATIONS** are placed on your Debit/Credit card for the full amount of your stay plus damages. This process is a temporary hold on your funds until charges are posted for your stay. Once actual charges are posted it can take anywhere from 24-hours to 30 days for the original authorization to be removed by your bank. Hotel has no control over your bank's policies and is not liable for penalties, charges or lack of available funds resulting from the authorization hold on your funds. Hotel is NOT able to remove authorizations directly. Guest is responsible for understanding the manner in which your bank processes authorizations and charges to credit/debit card.
- **THIRD PARTY PAYMENTS** require a Credit Card Authorization form which includes a copy of third parties' driver's license and the front and back of the signed credit card completed at least 24-hours prior to guest's arrival. Registered guest is personally liable for hotel bill in the event that third-party defaults on payment and registered guest will need to present a personal credit card upon check-in.
- **ADVANCE PAY RESERVATIONS** are charged in full to credit card provided at the time of booking. Prepaid reservations are nightly rates offered under no refund terms and conditions (i.e. non-cancellable, non-refundable, nontransferable and non-redeemable for other goods and services). Some online travel agency reservations require prepayment of full reservation 7 or less days in advance.
- **TAXES/GRATUITIES:**
Taxes consisting of 6% state tax and 3% county tax are applied nightly in addition to room rent. Gratuities for staff and housekeepers are left to the discretion of the guests.

PHONE CALLS:

All rooms have private phones, and we offer complimentary local and long-distance service. Cell service is usually pretty good around the hotel depending on your carrier.

RATES:

are nightly and based on room occupancy, time of year, level of amenities, and length of stay. Some discounted rates are based on proof of eligibility. Higher nightly rate will be applied if number of nights reserved is reduced or guests cannot provide proof of eligibility for discounted rates with qualification (Senior, Military, Government etc.).

RESERVATIONS REQUIREMENTS:

To reserve a room and check in to the hotel, you must be 21 years of age and have a valid credit card. Photo ID must be presented with credit card at check in. Your reservation is an agreement that you will accept responsibility for room charges and abide by hotel policies. Corporate associate responsibility is not waived in the event that employer refuses to pay. Children and infants cannot occupy rooms alone.

TV:

All guest rooms have cable TV service with 76 channels. A channel guide is available on the TV by pushing "Guide" button on TV remote.

TOWELS/PILLOWS/LINENS:

Room towels are provided. Extra towels can be requested at front desk during the hours of 8 am- 8 pm. If towels are damaged or stolen, fees will be applied. A fee of \$10 per pillow is charged for additional pillows. A fee of \$10- \$20 is charged for extra linens.