



Beauport Hotel Gloucester Guest Comfort Policies

Our check-in time is after 3:00pm and our check-out time is by 11:00am. Any guests arriving earlier than 3:00pm will be checked in as soon as rooms become available. Guests checking out after 11:00am may incur a late checkout fee.

Debit Card Policy: Overnight guests planning to use a debit card should be aware that a hold will be placed on their account for the balance of their room rate and tax, as well as \$50.00 per night for incidentals. While this is just a hold, on debit accounts the funds will show as being withdrawn. Upon check-out, any remaining funds will be immediately released, however, it may take 5 to 7 business days for that release to be reflected in your account, depending on the specific rules of your financial institution.

Cancellation Policy: Our cancellation policy is 72 hours prior to your arrival without charge. Any cancellations within the 72 hour window of arrival, you will forfeit your deposit.

Flexible Date Change Policy During Phases of Covid: We are happy to accommodate any changes made to reservations outside of 72 hours prior to your confirmed check-in time, free of charge. Date changes made within 72 hours of check-in will incur a \$50 change of date fee for the first date change. Any date changes made after that may result in a forfeit of your deposit.

Birdseye Rooftop Pool & Dining: In an effort to respect all guests' personal space, we will be implementing hourly maximums and coordinating reservations for two-hour time slots. Chairs may be reserved on a first come first served basis with the front desk on the morning of your desired reservation.

Dining Services: Our 1606 restaurant will be open to the public and hotel guests for reservation only dining. Overnight guests may call 978.282.0008 for priority seating requests. While priority seating is exclusively made available for overnight guests, reservations are on a first come, first served basis.

Remaining Amenity and Service Modifications: Our Amenity offerings and services may be subject to change in order to adhere to COVID-19 regulations. For a full list of changes, please visit BeauportHotel.com/COVID19

Valet Overnight Parking Fee: Overnight guest parking is \$8 nightly charge.

Non-Smoking Policy: A \$250 USD cleaning fee will be charged to any guest who violates the smoking policy. All guest rooms and public spaces are 100% non-smoking and designated areas can be found adjacent to the hotel entrance.

Damages: Guests will be held Responsible for any loss or damage to the hotel caused by themselves, their friends, or any person for whom they are responsible.

Personal Belongings: Complementary safe deposit boxes are available for use in guest rooms. Hotel management is not responsible for your personal belongings and valuables like money, jewelry or any other valuables left by guests in the rooms.

Occupancy Policy: Maximum number of guests allowed in a room is four. If the occupancy numbers are exceeded, there will be a fee of \$50 per person and individuals may be asked to leave.

Guests must be 21 years or older with photo identification to reserve a room. Guests under 21 years must be accompanied by an adult.

Early Checkout: An early departure fee of one night's room and tax applies to guests checking out prior to their departure date.

Twin rollaway beds and air mattresses are available for additional fee of \$25.00 per night. Due to limited numbers, rollaways and air mattresses are based on availability and cannot be guaranteed. Please notify us in advance if you would like to request either of these. Pack n' Plays are available at no additional charge based on availability and cannot be guaranteed.

Pet Policy: Property does not allow pets. Service animals are allowed with proper documentation.

Peace and Quiet Policy: To ensure the comfort and enjoyment of all of our guests, we have implemented "Quiet Hours" on the guest room floors from 10:00pm to 7:00am daily. During these hours we ask that all guests keep conversation and activities at a respectable volume. However, guests are more than welcome to enjoy the use of our beautiful lobby until the wee hours of the morning, should you desire a late-night gathering. This will help ensure that all guests leave us well-rested and having enjoyed their stay. We have a "one warning" policy for noise complaints. A second noise complaint for in-room activity during quiet will result in a request to depart the premise immediately, with no refund given. All noise complaints which resulted in compensation to guests disturbed will be charged to the guestroom whose noise caused the complaint.

Dress Code: Shoes, shirt, and proper masks are required throughout the hotel.

Commented [MK1]: Didn't we change this? I thought one was complimentary?

Commented [MK2]: What are the exceptions for guests wearing masks?