

# Policies

## Our Business Policies

- **Check-In** from 4-6:00 p.m. (**later arrivals by prior arrangement- PLEASE CALL IF YOU ARE GOING TO BE LATE**)
- **Check-out** for all rooms at **11:00 a.m. next day** (later departures must have prior approval, no exceptions)
- Reservations are confirmed when you reserve your room with a valid credit card and are automatically deposited to Port City Victorian Inn, Bed and Breakfast, LLC through our secured RESERVATION SYSTEM. WE ALSO ACCEPT RESERVATIONS MADE OVER THE PHONE, TOO. A confirmation e-mail will be automatically sent to you to confirm your reservation.
- **Cancellations** – Cancellations made **fourteen (14) days prior to your reservation date is required in order to receive a full refund.** If the room is re-rented your deposit will be refunded, otherwise you will be charged the full rate of the room you reserved.
  - **Note: A 10% handling fee will be charged on ALL CANCELLATION REFUNDS.**
  - **No Shows will be charged 100% of room rate...no exceptions!**
- **If you have medical dietary restrictions or food allergies, it is your responsibility to inform us prior to your arrival (preferred at the time of making your reservations-in writing).**
- **No Smoking allowed inside our Inn at anytime. Smoking permitted in the parking lot ONLY!**
- Pets are **NOT ALLOWED...sorry!**
- Port City Victorian Inn, Bed and Breakfast has Gift Certificates for sale on line. Go to our web site's Home page and click on the Reservations icon at the top of the page and purchase a Gift Certificate right there or just give us a call.
- Businessmen's rates and long term stays are available and are negotiated on an individual basis — **ask us!**
- Additional room Guest, will be charged **\$50. per adult, per night** and **\$30. per child under 12 yrs old**, will be added to your room bill...**no exceptions.**
- **Two night minimum stay required from May 1 thru October 31, on all Weekends and Holidays.**
- Holidays and Community Special Events, you must call for availability.
- **Candles** – We have a “No Open Flame” (candles, matches, smoking, etc.) Policy in our guest rooms. Smart Candles (battery operated) are available upon request. for a fee.
- Guest are responsible for any damage to our guest rooms that they cause or if any property belonging to Port City Victorian Inn, B&B, LLC is removed **without authorization...replacement costs** will be charged to your credit card.
- **Guest are responsible for their own personal property left unattended in our guest rooms. We are not responsible for the loss of guests personal property left in the room.**
- Beach towels are also available for a fee.
- **Prices are subject to change without notice. All Prices subject to applicable local and state taxes.**