



## BOOKING POLICIES

2014-12-01 (as seen when when placing a reservation online)

### **GUESTS**

Benchmark Inn is a small, boutique inn in Provincetown, Massachusetts, embracing a diverse mix of guests. Benchmark has an adult clientele but may accommodate a child 12+ who is accompanied by a parent or guardian, with prior consent from management.

### **OCCUPANCY**

All our rooms accommodate two persons, in either a queen or king size bed. A third person can sleep comfortably on an air bed in the Penthouse. Three may sleep together in a king bed in rooms 1 or 2. Nightly charge for third person: \$75.

### **RATES**

In-Season rates and/or minimum stay requirements may apply for certain holidays and special events. Our reservation system will alert you to any applicable minimum stays.

### **SMOKING / E-CIGARETTES**

Smoking of any kind is prohibited in all indoor areas and on common decks. Any guest(s) or guest(s) of a guest violating the smoking policy, within the building, will be charged an additional cleaning fee (minimum \$250.00) and will be asked to find other accommodations. Refunds will not be given for any unused nights, as per cancellation policy.

### **CANDELS / OPEN FLAMES**

For your safety and those of others, candles and other sources of open flame are prohibited in the guestrooms or anywhere on the property. Any guest(s) or guest(s) of a guest violating the open flame policy will be charged an additional cleaning free (minimum \$250.00) and will be asked to find other accommodations. Refunds will not be given for any unused nights, as per the cancellation policy.

### **FIREPLACES**

Each room is equipped with a gas-fireplace. They are available for use between late September and late May. If the air conditioning system is on for the season, the fireplaces are not available for use.

### **EXTRA CLEANING**

Any additional cleaning beyond normal housekeeping (such as but not limited to wine, make-up, blood, and personal lubricant stains) will be billed a minimum charge of \$50.00 plus any additional services as necessary.

Smoking, candles and open flames are subject to an separate policy and will incur the minimum cost as stated above.

### **PARKING / VEHICLES**

Parking is on a first-come, first-served basis (with a limit of one car per room) for five vehicles no more than 17 feet long. We cannot accommodate trucks or oversized vehicles of any kind.

Access to your car might be restricted, especially in the afternoon and at night. We do retain keys of cars on the premises in order to afford other guests access to their vehicles. Provincetown is a very pedestrian-friendly town.

Should you need to use your vehicle with some frequency, we recommend that you choose to park at your own expense in a nearby municipal lot where you can have free access to your vehicle.

Parking your car at the Benchmark Inn is at your own risk. You are aware that your car might be moved by our staff in order to allow other cars to be parked or leave the parking.

We cannot be held responsible for damages inflicted to your car while staying at the inn and vehicle owners are liable for any damage done by their vehicle.

If all our spaces are taken and on-street parking is not available, we compensate for pay lot up to \$20/night after prior approval from management.

In season consider a Fast-Ferry or flight (see the links on our website). We gladly offer complimentary pick up from Provincetown Airport or Ferry Pier. If pick-up is needed, please provide mode and arrival time at least 24h prior to arrival.

### **ARRIVAL / DEPARTURE TIME**

Check-in Time: is between 2pm and 6pm. A later check-in may be accommodated, but only by prior arrangements with management. If arrival is earlier than 2pm, guests are welcome to leave their luggage at the Inn and begin their vacation.

If arriving by car: Vehicles are welcome onsite after 12.30pm

Check-out Time: 11am for guests and their cars.

### **PETS**

A pet can be accommodated in rooms 1 or 2 only. Prior approval by the management is needed. The pet fee is \$35 for the first night, and \$10 each additional night (cash

only – payable upon arrival).

Pets must remain clean, and dry. Pets are not permitted in any indoor or outdoor common areas. If the pet creates a disturbance (per management) the guest will need to remain with their pet at all times, or arrange for alternate accommodations for their pet.

Guests agree to be fully financially responsible for any damage incurred by their pet. Guests with pets are bound by our general policies and agree in writing to the pet policy upon arrival.

### **DEPOSIT**

Benchmark Inn requires a 50% deposit at the time of booking to secure your reservation. Balance due upon arrival.

Any reservation for less than three nights will be charged in full at booking, as well as any reservation made less than 21 days before the arrival date, per the cancellation policy.

We will not refund or transfer deposits.

### **CANCELLATION**

All cancellations must be made in writing via email to [mail@benchmarkinn.com](mailto:mail@benchmarkinn.com).

Cancellations are permitted up to 21 days before arrival and will be charged a cancellation fee equal to 10% of the total. If cancellation is received less than 21 days before arrival date, the deposit will be forfeited as a cancellation fee.

Additionally, if the cancellation is received less than 3 days before arrival date, or guests fail to check-in on the scheduled arrival date, the full balance of the reservation will be charged.

No refunds are given due to medical or family emergencies; bad weather, missed or canceled flights or ferry, change of plans, etc.

Similarly, there are no refunds for days missed due to late arrival or early departure, even if the room is re-sold.

If booked via a 3<sup>rd</sup> party booking site, the cancellation must be done directly with the respective booking site.

### **TRAVEL INSURANCE**

We highly recommend that guests obtain trip cancellation insurance. You may shop for insurance at [www.insuremytrip.com](http://www.insuremytrip.com) or other source.