

## House Policies



Rev. 3/07/09

**Cancellation Policies:** Please make sure to review your confirmation letter to insure proper dates. If you need to make changes or find errors, please contact us prior to the 30 day before arriving. Thank you for your attentiveness to this matter. Because of our size, cancellations affect us in a significant way. Therefore, we adhere to a strict cancellation policy. **There are no refunds for early departures.**

**Standard Reservations:** A credit card deposit of **1/2 your balance** is required to secure your reservations at Vienna Historic Inn. If you're stay is for only 1 day, we will charge your card for the entire balance due at time of booking. Your card will be charged the remainder of your remaining balance at **30 days prior to check-in**. If you wish to pay by check, please mail us your check payment before the 30 days period prior to arrival. Cancellations made greater than 30 days prior to arrival will result in a full refund **minus a \$30 processing fee**. Cancellations made **with less than 30 days prior to arrival** will not be refunded unless we are able to rebook the room. If we are able to rebook, the result will be a full refund **minus the \$30 processing fee**. Cancellation policies require a 30 days prior written or email request at [info@thevienna.com](mailto:info@thevienna.com), please **do not just** leave a telephone message on our machine.

**Special Event Weekends** (Brimfield Antique Show, Hyde Parents' Weekend, & Christmas Holiday Weeks for example) require a **TWO (2) night minimum stay**. A full deposit of your stay is required to secure your room during Brimfield Weeks. A 45-day prior written notice and **only will be refunded if we are able to re-book your room. We will gladly hold your room deposit for an in-house credit if you need to cancel within these 45 days for a future visit.**

There is **No Smoking** allowed in the inn. We have the "Hof Zimmer" an outside patio w/ fireplace and spacious front porch for your convenience. A charge of **\$50.00** will be charged to your card if this occurs. It is against the law and can cause a fire hazard for other guests; as well we take pride in our clean & fresh aromatic rooms!

Check in time **4 p.m.** Please let us know if you will be later than **8 p.m.**

Check out time is **10:30 a.m.** unless otherwise arranged with the Inn Manager.

A full gourmet breakfast is served from 7:00 a.m. - 9:00 a.m. Please confirm your breakfast time before retiring for the evening. *Dietary concerns may be requested such as- Vegetarians, diabetic diets, allergies or dislikes of specific foods.*

There is plenty of free off-street parking in our Inn's parking lot in front of the Inn.

Vienna welcomes families with children. We ask you are respectful of the surroundings and maintain a close watch on your little ones for other Inn guests' enjoyment. Only well behaved and supervised children, *please!*

**PETS** - We **will** accept pets, only if you have them approved ahead of time. If you will have a pet in your party, you must advise us prior to your visit. After getting approval, Vienna asks that you use common courtesy when bringing your pet into the Guest rooms. Please do not let pets wander the Inn, and ask that they be caged when you are **not** present in your room. Vienna reserves the right to limit the type or breed of pets accepted. There is a **\$ 20 per night pet charge**.

Thank you for your understanding and we hope you enjoy your stay while. Should you have any special requests, please contact us so we can accommodate your needs.

**Restricted Diets \* Guided Nature Walks \* Massage Therapy (By appointment only)**

**Fresh Flowers (In Room or at Dining table) \* Horse & Carriage Ride (Rentals \$150.00 hr.)**

**Passes to Fitness Facility (off-premise) \$10.00 p.p. \* Serenades (Vocal or Musical)**