

As a petite independently owned Inn, cancellations affect us significantly. Therefore, we adhere to a strict cancellation policy. A last minute cancellation gives us little chance of re-booking a room. Please make sure to review your confirmation letter to ensure proper dates. If you need to make changes or find errors, please contact us 30 days prior to your arrival. We thank you for your attentiveness to this matter. **There are no refunds for early departures because of weather, personal reasons, etc.**

Standard Reservations: A confirmed reservation for a 1 night stay must be paid in full at the time of booking. A credit card deposit of $\frac{1}{2}$ **your balance** is required to secure your reservations of more than 1 night at Vienna Historic Inn. Your credit card will be charged the remainder of your balance at **30 days prior to check-in**. If you wish to pay by check please mail us your check payment before the 30 day period prior to arrival.

Cancellation: Any cancellations made **30 days or more in advance of arrival** will result in a full refund **minus a \$30 administrative processing fee**. Cancellations made **30 days of less in advance of arrival** will not be refunded unless we are able to re-book the room. If we are able to rebook, the result will be a full refund **minus the \$30 administrative processing fee**. Cancellation policies require a 30 days prior written or email request at info@thevienna.com, **please do not just leave a telephone message on our machine.**

Special Event Reservations: (Brimfield Antique Show weeks (May, July & September), Christmas, Easter, Valentines Day & all major holiday weekends) require a **TWO (2) night minimum stay**. A $\frac{1}{2}$ deposit of your stay is required to secure your room during these dates. **1 night Pan Mass challenge reservations require full payment at the time of booking**. Reducing the length of a stay or number of rooms will be subject to our minimum stay requirement and cancellation policy.

Cancellation: 45 days notice of your cancellation is required, we will gladly hold your room deposit for an in-house credit towards a future stay at Vienna Historic Inn - **Valid for 2 years from the date of your original reservation. There are no cash refunds, only credits will be given.**

Smoking Policy: Smoking is not allowed in the Inn. We have the "Hof Zimmer" an outside courtyard 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 **9 p.m.** Early arrivals must be approved prior to arrival.

Check-out Time 11:00 a.m. Unless otherwise arranged with the Inn Manager. Later check-outs must be discussed in advance of a late sleep in.

Breakfast: A full gourmet breakfast is served from 8:00 a.m. – 10:00 a.m. If our standard breakfast hour is not conducive for your needs, please let us know, we are willing to be flexible for your desired time. Please confirm your breakfast time before retiring for the evening. *Dietary concerns may be requested such as- Vegetarians, gluten free, diabetic diets, allergies or dislikes of specific foods.* **Breakfasts served in your Guest Suite is a \$5.00 additional charge.**

Free Parking: There is plenty of free off-street parking in our Inn's parking lot.

Children: Vienna welcomes families with children. We ask that 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!*

Pet Friendly: **We gladly accept pets**, only if you have them approved ahead of time.

There is a \$ 25 per night pet charge. If you 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.

Should you have any special requests, please contact us so we can accommodate your needs.

*Guided Nature Walks * Massage Therapy & Spa Visit Appointments
Fresh Flower Delivery * Pet or Child sitting * Passes to Fitness Facility (off-premises) \$15.00 p.p.
* Serenades (Vocal or Musical) * A Written Note on Pillow*