

# RIVERVIEW POLICIES

**As guests of our newly-renovated 1949/1950s inn with access to the Colonial Beach Municipal Pier and boardwalk, your stay is very important to us. Each room has been created with care and has its own theme. No two rooms are exactly the same. Many of the rooms' items have been purchased from local merchants. If there is an item of interest you would like to purchase, please ask. Our staff has been trained to provide our guests with the utmost care. We want to ensure that your stay is an enjoyable experience. The policies created below are to ensure a seamless stay for all guests of the inn.**

## **Check-In / Check-Out Times:**

Check-In: 4:00 p.m. / Check-Out: by 11:00 a.m. Early check-ins are subject to availability upon arrival, with no additional fee. Late check-outs (up to 1:00 p.m., also subject to availability) may be an option for an additional \$50.00 fee.

## **The Riverview Inn prohibits firearms, ammunition or weapons of any kind on the property.**

The Riverview Inn prohibits persons from carrying or otherwise possessing a firearm, ammunition or weapons on the Inn's property, including carrying firearms in an open or concealed manner. This policy applies to all firearms, ammunition and/or weapons.

This policy is intended to create a safe environment for all our visitors, guests, and employees of the Riverview Inn in Colonial Beach. Please keep in mind that the safety and security of our visitors, hotel guests, patrons and staff is of utmost importance.

## **The Riverview Inn reserves the right to request guests and visitors who fail to abide by this policy to leave the Inn premises.**

**ID Requirement:** All adult guests checking into the Riverview Inn are required to provide valid, government-issued photo identification. Guests checking in under a government rate are required to show a valid U.S. Government ID.

**Reservation Cancellation Policy:** There is a 24-hour cancellation policy. A one-night charge will be incurred if the reservation is not cancelled by 1:00 p.m. on the day before the date of the reservation. For no-shows, the credit card on file will be charged for the full amount of the reservation. Please contact the Riverview Inn with any reservation questions at (804) 224-4200.

**Americans With Disabilities Act Policy:** The Riverview Inn has one ADA-compliant room. For additional information and availability, visit our website at [www.colonialbeachriverview.com](http://www.colonialbeachriverview.com) or contact us at (804) 224-4200.

**Credit Card Policy:** All major credit cards are accepted and will be charged for the full amount of your stay at the time of check-in. Any credits issued may take up to 30 days after check-out to be released by your bank or financial institution, and the Riverview Inn will not be responsible for any resulting fees or charges.

**Cash Policy:** A credit card is required to make a reservation. Guests who choose to pay cash for their stay will be required to pay in full upon check-in. The card used for the reservation will be credited for any charges applied.

**Age Requirement Policy:** Guests must be 18 years of age or older, with a valid driver's license or other government-issued identification to reserve and/or check-in to a guestroom.

**Occupancy Policy:** An extra guest charge will apply if there are more guests sleeping in the room than registered as allowable in the room. Single Room Occupancy is two people per room; Double Occupancy is up to four people per room. Rollaway beds are not permitted in a room with two beds.

**Pet Policy:** To ensure our guests an allergy-free environment, the Riverview Inn is a pet-free property. If a guest is found with a pet, they will be asked to leave the property (without a refund) and will be charged a \$200.00 additional cleaning fee. Note: With the exception of authorized service animals, pets are not allowed on hotel property. Service animals must have valid documentation and wear visible identification as such, at all times.

**No-Smoking Policy:** The Riverview Inn is 100% smoke-free. Our goal is to create a healthy environment for all guests and staff. A \$300 per day additional cleaning fee will be charged to the guest's account, should evidence of smoking occur anywhere inside the inn. Guests may not burn any tobacco or non-tobacco product that produces smoke anywhere on the property, including the grounds. This will allow fresh air for all guests and staff.

**Room Experience and Your Night's Rest Policy:** We value our guests' experiences while staying with us at the Riverview Inn. To ensure a high level of care to all of our guests, we request that only registered guests enter the property after 11:00 p.m. All guests are to be registered upon check-in.

**Noise/Disturbance Policy:** Our goal is to provide a restful, enjoyable atmosphere for all of our guests. Accordingly, we have a zero-tolerance policy for noise disturbances. The Staff will respond to noise complaints, and registered guests will be asked to reduce their noise. All unregistered guests may be required to leave the property, or guests return to their own room(s).

**Alcohol Policy:** Alcoholic beverage possession and/or consumption is restricted to those 21 years of age and older, with a valid ID.

**Damage Policy:** The Riverview Inn values all of our guests' experiences. Any damages to the furniture, bedding, towels, or to a room will incur the cost to replace the item(s), plus an additional 10% and will be charged to the credit card on file provided at check-in. Severe damage to a room may result in prosecution. Cooking inside guestrooms, including the use of crock pots, is not permitted. A microwave oven is located inside the office and is available for use by registered guests.

**Parking Policy:** The Riverview Inn has a designated parking lot. Upon check-in, guests will be provided a parking pass which must be displayed in the vehicle's windshield throughout your stay. The Riverview Inn, in any event, is not liable for the loss of property inside your vehicle. Please lock all doors, close all windows, and remove all valuables from your vehicle.

**Gift Certificate Policy:** Please contact the Riverview Inn directly at (804) 224-4200 to purchase or redeem gift certificates.