

Terms of Service and Standard Operating Procedures Nightly Lodging Accommodations

Applicable to:
Katahdin Inn and Suites
740 Central St Millinocket , ME 04462 USA

This Property is Owned by:

SS & DS LLC
740 Central St
Millinocket ME 04462 USA
Phone: 207-723-4555
Info@katahdininnandsuites.com

Property Management Consulting Services provided by:

Maine Hospitality Management LLC
126 Western Ave Suite 1000
Augusta, ME 04330
Phone: 207-544-0404
Info@mhshotels.com

NOTICE

The following **Terms of Service and Standard Operating Procedures** are applicable to all nightly lodging properties (Hotel, Motel, Inn, Bed & Breakfast, vacation rental or similar) owned, operated, or managed by SS & DS LLC and/or Maine Hospitality Management LLC, our affiliates, or subsidiaries.

As part of the reservation process, you will be asked to confirm that you have read, understand, accept, and agree to follow these **Terms of Service and Standard Operating Procedures** as well as other policies. By making a reservation you are affirmatively accepting and agreeing to our policies as set forth herein. These **Terms of Service and Standard Operating Procedures** are subject to revision, with or without prior notice, with the most current, and legally binding copy, updated and publicly displayed at <https://Katahdininnandsuites.com/policies/> In the event one or more of these policies are invalidated by a court of competent authority and venue, all other provisions are valid and remain in full force and effect.

CHECK-IN / CHECK-OUT TIMES

Check-In Begins At: 3:00 PM
Check-Out Prior To: 11:00 AM

CAN WE CHECK IN EARLY?

Depending on availability of clean rooms, early check-in may be possible on a case by case basis. Please log into your guest portal account and submit your early check in request on the day you are scheduled to arrive. We will approve or deny the request based upon availability, that day. Requests for early check in can only be approved through the guest portal so please don't call or email the property about early check-in as those team members will be unable to assist you.

CONTACTLESS CHECK IN

We are working towards a digital lock system that issues individual pin codes for each reservation. We have staff on property 24 hours a day to assist you. Until the new locks are in place we will continue to issue key cards at the front desk. Once digital locks are installed you will receive a text message and email that includes your unique pin code to open your unit. Please share with anyone in your party that you wish to allow access. This code automatically expires at your scheduled departure time on day of check out.

LOWEST PRICE GUARANTEE

At Katahdin Inn and Suites our rates are always impressive and are subject to change based upon various factors. Generally, when rooms start filling up the rates will increase according to increased demand. For the best prices and best selection of available units, we always recommend booking early and booking directly with us at or <https://katahdininnandsuites.com> or <https://KIShotel.me> Our Lowest Price Guarantee applies to guests who make their reservation at <https://katahdininnandsuites.com> or <https://KIShotel.me> At check out enter promo code **LOYAL** for 10% off. One discount per reservation, no cash value and only available when booked online. If you see the same unit, for the same dates, available to book at a lower rate online please let us know by emailing a screenshot to helpdesk@hoteldigitalhub.com We will meet or beat the rate and deduct an additional 5% as a thank you for letting us know.

CANCELLATION & REFUND POLICY

To ensure fair and consistent treatment of all guests our staff have been instructed to follow this policy without exception.

To prevent any misunderstanding, it is important to note that this cancellation and refund policy only applies to guests that book directly with us via <https://katahdininnandsuites.com> or <https://KIShotel.me>

Approximately 72 hours prior to your scheduled 3 p.m. arrival time/date the system will charge the card on file, for the full amount of your reservation, if payment in full wasn't received previously. If there is no valid payment method on file you will receive a payment link via email to provide payment within 12 hours. Guests with payments on file

will be emailed a receipt for their records. The emails sent out 72 hours prior to your scheduled arrival will also include a reminder that time is running out to cancel.

Guests who book direct with us enjoy the benefit of our worry free, **48 hour cancellation policy**. As long as you request to cancel your reservation through the guest portal by 3:00 p.m. EST, two calendar days prior to your arrival date, you will receive a full refund of any payments made.

Unfortunately, if you made your reservation on any other website (third party online travel agents, etc.) your reservation is “100% Pre-Paid” and “non-refundable”.

NON-REFUNDABLE PROMOTIONS

We occasionally offer special packages or last-minute promotions that may be labeled as a “Non-Refundable” Rate on our website. If a rate or promotion is nonrefundable it will always be clearly marked as such. If you are ever unsure, please reach out via chat, text, email, or phone for confirmation.

ONLINE TRAVEL AGENCY RESERVATIONS

Any reservation made through a third-party company such as Expedia.com, Booking.com or any of their affiliated websites are considered “100% Pre-Paid” and “NONREFUNDABLE” with full and final payment due at time of booking. If you made the choice to book your reservations through a third-party website (there is hundreds of them out there), you are the customer/guest of that company or website and any issues with your reservations must be handled through them. Unfortunately, when a reservation comes in through a third-party online travel website, we are very limited in our options and ability to assist you. Again, you will always receive the best available price and excellent customer service by making you reservations securely online at <https://katahdininnandsuites.com> or <https://KlShotel.me>

EARLY DEPARTURE AFTER CHECKING IN

Any guest that decides to leave early, for any reason, will not be entitled to a refund or reimbursement for unused nights.

NO-SHOW

In case of a “no-show”, the total price of the reservation will be charged and is non-refundable.

MAXIMUM OCCUPANCY LIMITS

When booking, keep maximum occupancy rules in mind and do not exceed two people max for rooms with a single bed, four people max for rooms with a single bed and

sleeper sofa, and four people max for rooms with two beds. A couple of our units can sleep up to 8 and are marked as such on the booking page. Please indicate the appropriate number of adults and children 18 and under when making your reservation. You must enter the first and last name of all adults 18 years of age and older that will be staying in the room.

PACK-and-PLAY

Got a baby? If your baby is less than 35 months old, less than 30 inches long and less than 25 pounds, they aren't counted against the maximum occupancy limits above. A pack-and-play is available for them, upon request, subject to availability. To request a pack-and-play please add it to the notes section of your reservation. Staff will place the properly disinfected pack-and-play with fitted sheet, top sheet, and blanket in your unit prior to arrival at no added charge.

STATE LODGING TAX:

All nightly room charges and added lodging related fees such as dog surcharges, extra person fees, etc. are assessed a 9% Maine State Lodging Tax in addition to the advertised nightly rate.

TAX EXEMPT ORGANIZATIONS

Once you receive your reservation confirmation email, if you are requesting tax exempt status, please reply to the reservation confirmation email and attach copies of the proper forms and supporting documents. Our staff will process the documents within 24 hours of receipt. You will be notified via email once your tax exemption request has been approved, or if more information is needed.

MAXIMUM LENGTH OF STAY:

Our nightly accommodations provide comfortable, safe, and affordable rooms for vacationers, business travelers, groups and other short-term guests. While most feature a microwave, mini-fridge and running water, they do not provide adequate food storage or cooking facilities to support a healthy lifestyle. When searching for accommodations, the maximum length of stay at one of our nightly accommodations is 28 days (4 weeks) from time of check in.

DAMAGES & FEES

We have some of the most loyal and supportive guests around and can say overall this paragraph shouldn't be needed as 99% of you staying with us are respectful and like family. For the few that cause damage please know the property reserves the right to charge up to the actual cost of any damages caused and/or a \$300 deep cleaning fee if you choose to smoke or bring unauthorized animals into a unit. It is a criminal offense in Maine to damage property of an Inn Keeper, or to defraud an Inn Keeper. Any unpaid fees or damages may be referred to local law enforcement for prosecution if necessary.

SMOKING POLICY

All guest rooms, balconies, common areas and a 20-foot radius of any public entrance is considered “No Smoking”. Smoking of tobacco, marijuana, or any other substance in any guest room whether via rolling paper, pipe, bong, foil, spoon, vape or other manner is strictly prohibited. Any guest who chooses to smoke in a guest room, on a balcony, in a common area or within 20 feet of a public entrance will immediately charge a \$300 deep cleaning fee, be asked to leave the property, and will not be entitled to a refund. Please be advised that for the safety of all guests, our rooms may be equipped with one or more of the following devices. Traditional smoke/co2 detectors, tamper detectors capable of discretely alerting staff if a device is covered or the airflow is out of normal ranges, and/or concealed air monitoring and analysis devices to detect the presence of vape, tobacco, marijuana, and narcotic smoke with silent notification to on duty staff. In addition to forfeiting all deposits and fees any guest tampering with a safety monitoring device could face criminal prosecution at the discretion of the local or state fire marshal’s office.

EXTENDING YOUR RESERVATION

If you booked your reservation directly with us and would like to stay longer than your scheduled departure date, please text or chat with guest services online or stop by the office and we will gladly assist you. Assuming space is available we may be able to keep you in the same unit. If you booked through a third party, these reservations cannot be modified or extended by the property. You can however go to <https://katahdininnandsuites.com> or <https://KIShotel.me> and check availability for the room type and dates you would like to add. If you book direct, you will receive the best available price. Once you have made the new reservations chat with guest services through the website or via text and they will gladly update your new reservation. Since most of our units are reserved, any extensions of your reservation will most likely require changing units.

CHILDREN STAY FREE

A maximum of two children under 18 years of age stay free of charge per room utilizing existing bedding and in compliance with the maximum room occupancy limits stated herein. No roll-a-ways or additional beds allowed in rooms per fire code.

ANIMALS

Are we pet friendly? We are a dog friendly property, with designated Dog Friendly units that are only available for booking on our website <https://katahdininnandsuites.com> or <https://KIShotel.me>. By default, all room types designated as “dog friendly” have a \$15.00/+tax, per night, Dog surcharge attached during the reservation process. Out of consideration for our staff and guests with allergies, no animal of any type may enter a unit not designated as dog friendly. If management learns of an animal in a room that is not designated as dog friendly the occupants will be asked to leave immediately with no

refund allowed and will be responsible for an additional \$300 professional deep cleaning fee. If there are no dog friendly room types available at the time of booking, we are unfortunately unable to accommodate your dog on this visit. If you need assistance, please use the online chat feature, or call us. A maximum of two dogs allowed per room. Please make sure your furry friends do their business in the designated area and stay on a leash when outside the room. No rogue poppers (there are Fido House pet waste stations in two locations on property)and, sorry no animals in the lobby area, pool area, guest laundry or areas where food or drink is offered. No animals other than domesticated canines (dogs). This means no cats, venomous creatures, hamsters, rabbits, ponies, endangered species or other animals otherwise restricted by local, state or federal law.

QUITE HOURS

Sing your heart out and have enthusiastic conversation all day long, but from 10:00 p.m. to 7:00 a.m. the whole property goes into hush mode for what we like to call quiet time (or sleep time). Staff will provide a courtesy reminder of the town noise ordinance/ 10 p.m. quiet hour with any additional noise complaints handled by law enforcement.

FREE GUEST PARKING

Traveling should be stress-free and for that reason, you get to park right in front of your room (or super close). We provide one parking space per unit rented and ask that you be considerate of other guests and limit the number of vehicles on the property. By parking a vehicle at our property, you (and your guests) are doing so at your own risk. The property assumes no responsibility and accept no liability for damage, accident or loss to your vehicle or private property. Most public spaces, including our parking lots have state-of-the-art surveillance cameras watching over them. While there is no guarantee that any camera is or isn't working on any day or time, should anything seem amiss, let us know, and we'll check out the footage. Only properly registered and operating vehicles of guests currently registered and staying at the property may be parked on our property. Except for tasks performed by a properly licensed tow operator in the course of removing a vehicle from our property, no mechanical work may be performed in our parking areas. We reserve the right to tow improperly parked, abandoned or nuisance vehicles at vehicle owners' expense, with or without prior written notice.

MINIMUM AGE

You must be 18 years of age, or older, to make a reservation and/or check in at all properties. Children under 18 years of age may stay at our properties only when accompanied by a parent, legal guardian, or authorized group chaperone. All children under 16 must be under the direct supervision of a parent or legal guardian at all times while utilizing public area amenities on property.

ALCOHOL

If you are staying at one of our properties with a bar, by law, we can't allow any alcohol to be brought onto the property. To uphold this law, we require all beverages on the property, be purchased through the hotel either via room service, in the lobby market, directly at the bar, or restaurant. If you are staying at a property that doesn't serve alcohol it is your responsibility to comply with the applicable liquor laws if you choose to bring alcohol into your room. If the room is registered to a guest under the age of 21 alcohol is prohibited from being in the room under any circumstance. Any suspected violations will be immediately reported to local law enforcement. If the room is registered to someone 21 years of age no one under the age of 21 shall be present in the room if alcohol is present. Any suspected violations will be immediately reported to local law enforcement.

ADA POLICY

As hospitality professionals we strive to be inclusive and assist our valued guests that may need special features to make the stay more enjoyable. While the property has been exempt from making structural modifications and currently has no wheelchair accessible units, it is the goal of the new owners, with the cooperation and approval from the town, to add new accommodations over the next couple of years that will be ADA friendly. In the meantime we will do our best to reasonably accommodate any special requests. If we are not able to meet your needs, we will do our best to recommend a couple places locally that may be able to accommodate your request. If you have any suggestions for us to consider, as we plan future improvements to become accessible to all travelers, we would love to hear your thoughts. Please email any suggestions to helpdesk@hoteldigitalhub.com

ROOM CLEANING POLICY

Staff are not permitted to enter guest rooms while guests are assigned to the room, in compliance with CDC social distancing guidelines. All units are fully cleaned and restocked after a guest checks out and prior to the next guest's arrival. During your stay, should you need fresh towels, linen, trash bags, toilet paper, toiletries, etc. simply text what you need to 207-450-5866 or email helpdesk@hoteldigitalhub.com . Staff will deliver the items to your door. You can also stop by the reception area for assistance.

FIREARMS POLICY

While we respectfully request that firearms be left at home or secured properly in a vehicle while on our property, we respect the fact that Maine is an open carry state and that some of our guests may have professions that require them to possess a firearm. With that said, any guest or visitor who is in possession of a firearm on our property is personally responsible for abiding by all applicable federal, state, and local laws with respect to firearms and assumes all liability associated with such responsibility.

GUEST SAFETY POLICY

As part of our commitment to guest safety, employees will never disclose the identity, room number or presence of a guest to anyone other than appropriate law enforcement with proper court order.

YOU ARE OUR GUEST:

This property is governed by the Maine Innkeepers Act and all transactions conducted between us (Innkeeper) and you (Guest) are done in accordance with the Maine Innkeepers Act and laws. Nothing herein, expressed, or implied shall ever create a landlord/tenant relationship between us (Innkeeper) and you (Guest).

MAIL, PACKAGES & CALLS

We will not accept incoming mail, packages, or phone calls for any guest, under any circumstance as doing so would imply the guest's presence on the property. We do not authorize the use of our property address as a legal place of residence for any guest. Any mail or packages received at the property will be marked "UNKNOWN – Return to Sender" and given back to the person attempting the delivery. If you anticipate the need to receive mail or packages while visiting, it is recommended you coordinate with the local post office or private mailing center to hold your mail or package for pick up. If you order food delivery, please make sure to include your room number so the driver can deliver direct to the proper room.

VISITORS AND CALLERS

It is the guest's responsibility to communicate their unit number to any person they wish to have visit them. If someone calls or appears at the property asking for a guest, we will never confirm or deny whether that person is current, or has previously, stayed at the property.

AUDIO & VIDEO RECORDING

Security cameras both visible and concealed as well as ones capable of audio recording and/or two-way audio communication such as the Ring Doorbell, may be in use in public spaces, staff work areas, offices, guest laundry rooms, hallways, parking lots, pools, vending areas, etc. The visual presence of recording device in no way guarantees that such device is monitored or that such device is programmed to be operational or recording at any given time. If you see someone or something suspicious, please say something simply by texting 207-450-5866 or emailing helpdesk@hoteldigitalhub.com. We have staff on property 24x7 and take the privacy and safety of our guests seriously. By entering the public areas of our property, you acknowledge and affirmatively consent that audio and video recordings may be used in common areas of the property to help deter criminal activity and aid in the apprehension of suspects should the need arise.

USE AT YOUR OWN RISK

The hotel assumes no responsibility for any personal bodily injury incurred while using the pool, hot tub, gym, fitness center, laundry room, and/or playground facilities, where available. By entering these areas and/or using these amenities, you do so at your own risk.

WHAT COULD WE HAVE DONE TO MAKE YOUR STAY BETTER?

We are committed to ensuring that each stay at one of our properties is better than the last. We appreciate constructive feedback and strive to resolve any problems at the lowest level possible, the first time. If you feel the matter wasn't resolved to your satisfaction, please call 207-544-0404 and ask for Cory.