



KATAHDIN INN & SUITES

740 Central St Millinocket, ME 04462 +1 (207)723-4555

***TERMS OF SERVICE, GUEST POLICIES and
STANDARD OPERATING PROCEDURES***

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1.0 Overview

These Terms of Service and Guest Policies apply to nightly lodging accommodation at Katahdin Inn & Suites, 740 Central Street, Millinocket, Maine 04462. The property is owned and operated by SS & DS LLC. By making a reservation, checking in, entering the property, or using the property, guests confirm that they have read, understand, accept, and agree to follow these policies, as well as applicable Maine lodging laws. The most current policy version may be updated with or without prior notice and publicly posted by the property.

2.0 Reservation and Payment

“Direct bookings” are reservations made through the hotel website or by calling the hotel directly. For direct bookings, the card on file is usually charged for the full reservation amount approximately 72 hours before the scheduled 3:00 PM Eastern Time arrival if payment has not already been received. Guests must maintain a valid payment method. If no valid payment method is available, the guest may receive a payment link and must submit payment within the stated deadline. Guests are responsible for all room charges, taxes, fees, incidentals, dog surcharges, extra-person fees, damages, professional deep-cleaning fees, and approved add-ons associated with their stay.

3.0 Quick Policy Highlights

These highlights are summaries only; the detailed policy sections below control if there is any difference between a summary and a full policy section.

- **Payment:** Direct bookings are usually charged about 72 hours before the 3:00 PM arrival if payment has not already been made.
- **Cancellations:** Direct bookings may be cancelled for a full refund by 3:00 PM Eastern Time two calendar days before arrival; third-party bookings are prepaid, non-refundable, and handled through the booking channel used.
- **Dogs:** Dogs are welcome only in designated dog-friendly rooms booked directly with the hotel. A \$20 plus tax nightly dog surcharge applies, with a maximum of two dogs per room.
- **Smoking:** The property is non-smoking. Smoking or vaping in prohibited areas will result in a \$300 professional deep-cleaning fee, removal from the property, and no refund.
- **Good to know:** Check-in begins at 3:00 PM, check-out is by 11:00 AM, quiet hours are 10:00 PM to 7:00 AM, and guests must be at least 18 years old to book and check in.

4.0 Cancellation and Refunds

Direct bookings may be cancelled for a full refund until 3:00 PM Eastern Time two calendar days before the scheduled arrival date. Reservations made through third-party online travel agencies or other non-direct channels are prepaid, non-refundable, and handled through the booking channel used. Guests who do not arrive, cancel after the applicable deadline, or depart early after checking in are not entitled to a refund for unused nights. Guests who book

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a pre-paid, non-refundable reservation through a third party are encouraged to obtain travel insurance. The hotel doesn't offer travel insurance, and any claim for reimbursement for a cause covered by the travel insurance policy is solely between the guest and the insurance carrier. The hotel will provide reasonable documentation and receipts that may be requested by the insurance carrier.

5.0 Check-In and Check-Out

- **Check-in:** 3:00 PM
- **Check-out:** 11:00 AM
- Early check-in may be available only on a case-by-case basis depending on clean-room availability and must be requested through the guest portal on the scheduled arrival date.
- Guests may be asked to provide identification and a valid payment method at check-in.

Guests arriving before 9:00 PM may use the courtesy phone at the desk to contact staff, verify identification, and receive room keys. After 9:00 PM Eastern Time, a sealed envelope with the guest's last name and instructions may be left at the reception desk. Staff are available on property 24 hours a day to assist guests.

6.0 Occupancy

Guests must follow the maximum occupancy limits for their specific room type. Standard limits include two people maximum for rooms with one bed, four people maximum for rooms with one bed and a sleeper sofa, and four people maximum for rooms with two beds, unless the room type is specifically marked for a higher capacity. Guests must list the appropriate number of adults and children when booking, and the first and last name of each adult age 18 or older staying in the room must be provided.

Children aged 12 and younger may stay free when using existing bedding and staying within maximum occupancy limits. People aged 13 and older are considered adults for occupancy purposes. Rollaway beds and additional beds are not allowed in rooms. A pack-and-play may be available by request, subject to availability, for qualifying infants and toddlers.

7.0 Pet Policy

- Dogs are permitted only in designated dog-friendly rooms booked directly through the hotel website or by calling the hotel directly.
- A \$20 plus tax nightly dog surcharge applies unless otherwise stated, and a maximum of two dogs may stay in an approved room.
- No animal of any type may enter a room that is not designated dog friendly. Unauthorized animals will result in immediate removal without a refund and a minimum \$300+ tax, professional deep-cleaning fee.
- Dogs must remain leashed outside the room, use designated pet areas, and are not allowed in the lobby, pool area, guest laundry, or areas where food or drink is offered.

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- Domesticated canines are the only pets allowed. No exceptions due to allergy issues.
- Under Maine law, a “service animal” is a domesticated canine (dog) that is needed because of a disability, and that dog is trained to perform a specific task for the owner/handler. If you are requesting a waiver of pet fees for a trained service dog, staff will ask you two questions in accordance with Maine Law reply “Yes” or “No” to the question “Is the dog required for a disability protected by the Americans with Disabilities Act (ADA)?” This is a yes or no question, so please do not disclose any personal medical information. The second question is “What specific task is the dog trained to perform on behalf of its owner/handler?” Based upon the answer to these two specific questions, staff will determine if the nightly pet fee should be waived. If the guest doesn’t agree with the staff’s decision, they can ask for a supervisor to review the matter. Waiving of the nightly “pet fee” for a verified service dog doesn’t exempt the guest from liability and charges for any damage caused by their dog.

8.0 Smoking Policy

Katahdin Inn & Suites is a non-smoking property. Smoking tobacco, marijuana, or any other substance, including vaping or similar use, is prohibited in guest rooms, balconies, common areas, and within 20 feet of public entrances. Violations will result in a minimum \$300+ tax professional deep-cleaning fee, removal from the property, forfeiture of remaining stay without refund, and any other action permitted by law. Guest rooms and common areas may include smoke, carbon monoxide, tamper, airflow, or air-monitoring devices for guest safety and policy enforcement. Tampering with safety or monitoring devices is prohibited and may be referred to appropriate authorities.

9.0 Quiet Hours

Quiet hours are observed from 10:00 PM to 7:00 AM. During this time, guests are expected to keep noise to a respectful level in rooms, hallways, parking areas, and shared spaces.

10.0 Parking

Complimentary parking is available for registered guests, with one parking space per rented unit unless otherwise approved. Guests park at their own risk and are responsible for securing their vehicles and belongings. Only properly registered, operating vehicles of current registered guests may be parked on the property. Mechanical work is not permitted in parking areas except by a properly licensed tow operator removing a vehicle. The property may tow improperly parked, abandoned, inoperable, or nuisance vehicles at the owner’s expense, with or without prior notice. Parking areas and public spaces may be monitored by surveillance cameras, although camera operation is not guaranteed at any time.

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11.0 Accessibility

Katahdin Inn & Suites is committed to providing a welcoming and inclusive stay. Guests who need accessibility-related assistance should contact the property before arrival when possible so the team can discuss available accommodation and support.

12.0 Taxes, Fees, and Damages

All nightly room charges and lodging-related fees, including dog surcharges and extra-person fees, are subject to applicable Maine lodging tax. Guests requesting tax-exempt status must provide proper forms and supporting documents after receiving a reservation confirmation and before staff can approve tax exemption. The property reserves the right to charge guests for actual damage caused, unpaid fees, unauthorized animals, smoking violations, excessive cleaning, or a minimum \$300 + tax for professional deep-cleaning fee where applicable. Unpaid damages or fees may be referred for collection or law enforcement review when appropriate.

13.0 Amenities and Guest Services

A complimentary continental breakfast is available to registered guests each morning from 6:00 AM to 10:00 AM in the lobby breakfast room. Typical offerings may include coffee, tea, hot cocoa, juice, milk, yogurt, bread or toast, hot or cold cereal, and made-to-order pancakes.

The atrium style 41,000 gallons, heated, indoor swimming pool is 3 feet on the shallow end, 8 feet on the deep end, and is available to all registered guests from 7:00 a.m. until 10 p.m., daily. The only exception to this would be state mandated maintenance or other safety/water quality issues that require closure. Our goal is to have the pool open during all scheduled times. If we know of planned maintenance, in advance, we will display the date and time on the home page of the hotel website. For circumstances outside of our control that make it unsafe to enter, signs will be posted, and we will display updates on the hotel website as promptly as possible.

The lobby arcade games, pool tables, gym, and common areas are all open from 7 a.m. to 10 p.m. daily. The three-story atrium style lobby amplifies normal talk and sounds so we ask all guests to respect the 10 p.m. to 7 a.m. quiet hours. The lobby lights automatically turn off at 10 p.m. EST daily as a reminder that all hotel common areas are closed.

Guests who need towels, linens, trash bags, toiletries, toilet paper, or similar supplies during their stay may contact staff or stop by the reception desk; staff may deliver requested items to the room's door. Staff are not permitted to enter assigned guest rooms while guests are occupying the room, except as permitted or required by law, emergency, safety concern, or management necessity.

14.0 Alcohol, Firearms, and Guest Conduct

Guests are responsible for complying with all applicable laws regarding alcohol, firearms, and personal conduct. Alcohol is prohibited in any room registered to a guest under age 21, and any suspected violation may be reported to law enforcement. Guests or visitors possessing firearms are personally responsible for complying with all federal, state, and local firearm laws and assume all liability associated with that responsibility. Guests must act respectfully, safely, and lawfully while on the property.

15.0 Mail, Packages, Visitors, Recording, and Safety

For guest privacy and safety, staff will not disclose a guest's identity, room number, or presence on the property except to appropriate law enforcement with proper authority. The property does not accept incoming mail, packages, or phone calls for guests and does not authorize guests to use the property address as a legal residence. Guests are responsible for communicating their room number directly to invited visitors. Security cameras and recording devices, including devices capable of audio or two-way communication, may be used in public spaces, staff areas, offices, guest laundry rooms, hallways, parking lots, pool areas, vending areas, and similar property areas. By entering or using public areas, guests acknowledge that recording may occur for safety and security purposes. Guests use amenities such as pools, hot tubs, gyms, fitness centers, laundry rooms, playgrounds, and similar areas at their own risk where available.

16.0 Maximum Length of Stay and Extensions

Katahdin Inn & Suites provides short-term nightly lodging accommodations and is licensed as a hotel. The maximum length of stay is generally 28 days from check-in, subject only to limited exceptions approved by management and supported by proper documentation. Direct-booking guests who would like to extend their reservation should contact guest services or stop by the reception desk, and extensions are subject to availability. Third-party reservations generally cannot be modified or extended by the property; guests may need to make a separate direct reservation for additional dates.

17.0 Privacy and Security

Guest information is handled with care and used only for appropriate reservation, payment, safety, service, and legal purposes. Employees will not disclose the identity, room number, or presence of a guest to anyone other than appropriate law enforcement with proper authority. Guests should secure personal belongings and report safety or security concerns to staff promptly.

18.0 Maine Innkeepers Act

This property is governed by the Maine Innkeepers Act and applicable federal, state, and local law. All transactions between the property as an innkeeper and the guest are lodging

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transactions. Nothing in these policies, expressed or implied, creates a landlord-tenant relationship between the property and any guest.

19.0 FAQ Appendix

- **What time is check-in?** Check-in begins at 3:00 PM.
- **What time is check-out?** Check-out is 11:00 AM.
- **Can I check in early?** Early check-in may be available only by request through the guest portal on the day of arrival and depends on room availability.
- **Are dogs allowed?** Dogs are allowed only in designated dog-friendly rooms booked directly with the hotel, with a maximum of two dogs per approved room and a nightly surcharge.
- **Is smoking allowed?** No. The property is non-smoking, including guest rooms, balconies, common areas, and areas within 20 feet of public entrance.
- **When are the quiet hours?** Quiet hours are from 10:00 PM to 7:00 AM.
- **Are third-party reservations refundable?** No. Third-party reservations are prepaid, non-refundable, and handled through the booking channel used.
- **Can I receive mail or packages?** No. The property does not accept mail, packages, or phone calls for guests.