

CANTERBURY INN HOTEL POLICIES

The following bullets are our hotel policies. **You will be signing when you check in that you and any of your guests agree to all of these terms and conditions.** Unfortunately, throughout the years, we have found that some of these need to be spelled out, and some simply informational. If you have any questions, the Front Desk is happy to answer them for you (360) 289-3317.

- ***Pool hours are 9am-10pm for all aages and 10pm-11pm for adults.*** Children under 14 should not be unattended. Children under 14 are NOT allowed in the hot tub. Our staff will ask them to get out if we see them. Your pool towels are under your bathroom sink. No FOOD OR DRINKS of any kind (even water) in the pool room please. Please keep all swimwear on and remember that we are family friendly.
- ***We are not currently offering stayover service unless you are in over 5 days.*** No one will come in to service your room. If you need fresh linens, please place your dirty ones in the yellow bag you were given at check-in. Please place it outside your door prior to 3pm and we will replace them. **We do this ONCE per day prior to 3pm and DO NOT DO IT THE DAY OF DEPARTURE.** Please let the Front Desk know if you need additional items such as coffee, paper towels, etc. We have that at the Front Desk and you are welcome to come get more.
- ***PLEASE call the Front Desk if you have any maintenance issues.*** Please call us if you experience issues with your TV, appliances, linens, pets, etc, so that we can address it immediately. The 0 on your room phone will go directly to the Front Desk.
- ***Absolutely NO marijuana is allowed inside our property.*** Please do not bring marijuana, vape, oils, joints, or any products that smell, or will emit a smell. Please ask the Front Desk to show you our smoking areas. We will charge \$500 if we find any signs of violation of this policy. ***Our building is 100% NO smoking.*** This includes the balcony and patio areas. Please make sure you are 25 feet away from our building, or in one of our two smoking areas.
- ***We do not offer breakfast. If you cook, please be aware someone might be checking in after you depart. Please avoid cooking items that are hard to get odors out from – example Seabass.***
- ***Before leaving, we ask that you start your dishwasher (if you have one), and please do not leave behind your dirty dishes.*** Our staff will sanitize things however, it is helpful if the initial washing is done by your party.
- ***Do NOT place trash in the hallway.*** There is a garbage room at each end of the hallway on every floor. The Front Desk will have more trash bags if you need them.
- ***Quiet time is 10pm.*** Our staff will ask you to be respectful of others if it is getting late.
- ***Due to our internet in our area we do not allow streaming.*** Please try to avoid unhooking any of our TV/DVD components. We also have content filtering on our wi-fi. In case you get logged out, this could be the issue.
- ***Dogs are required to be on leash at all times.*** This includes anywhere in the building and outside on The Canterbury Inn property. This is per The City of Ocean Shores Ordinance 802. ***Please do not leave your dog unattended in your room or vehicle. If your dog has an accident please let us know immediately.*** We absolutely charge for any accidents we find after departure. ***Dogs must stay in their respective rooms.*** Please do not bring your dog into any other guest rooms of whom you may be travelling with, even if they are “pet-friendly”. We do not check dogs in and out. If you have a 5-day reservation and the dog is in for 3, we will charge all 5 days.
- ***Payments must be made by the registered guest unless we have a credit card authorization on file.***
- ***Per our reservation policies, no refunds will be given for early departures.*** If you have a 3-day reservation and decide to depart early, you are more than welcome to. However, you will be charged for the 3rd day.
- ***We DO NOT do late checkouts.*** Check out time is promptly at noon. The computer will automatically post another night stay if the Front Desk hasn’t marked you out by noon.
- ***We have a 24 hour desk.*** Please dial 0 from your phone in your room if you need anything.

If for some reason you do not want to agree to the terms and conditions outlined, please contact us immediately to cancel your reservation.