

OHEKA HOTEL POLICIES

- **Cancellation Policy:** Reservations must be canceled 72 hours prior to the date of arrival. A one-night rate will be charged to the credit card used to reserve the reservation for any cancellations made after the 72-hour period. Exceptions may be granted by management at their sole discretion for severe illness, death in family, natural disasters, etc. All cancellations must be in writing to the attention of the Hotel Manager by; Email: reservations@oheka.com; Fax: 631-592-7712 or Letter: OHEKA CASTLE, 135 W Gate Dr., Huntington, NY 11743.
- **Group Cancellation Policy:** For groups of 10 or more rooms, reservations must be canceled 30 days prior to the date of arrival. Contact Group Sales for further information.
- **Check-in time is 3:00 p.m. Check-out time is 11:00 a.m. (Checkouts between 11:00 a.m.-2:00 p.m. will be charged a half night's rate. Check-outs after 2:00 p.m. will be charged a full night's rate.)**
- All rates are based on double occupancy. Additional guests in the same room will be charged at \$50 per person per night and include additional bedding (cots/pullout), and towels.
- Rates subject to applicable tax.
- Rates and classifications subject to change at any time.
- No alcohol or food is permitted to be brought onto the premises.
- All guestrooms are non-smoking. Smoking in the guestrooms will result in a \$250 recovery fee, plus the cost of any damages caused as a result of smoking.
- Rental cribs, refrigerators, and microwaves are available for \$35 each per night.
- **Age Requirements:** Guests must be 21 years or older to reserve and check into a guestroom.
- Handicap-accessible guestrooms are available upon request and subject to availability.
- **Attire:** Proper country club attire is required at all times in the Castle.
- **Non-Party Clause:** Parties are not permitted in the guestrooms or suites, and guests are financially and legally responsible for any damages to the Hotel's property. A fee of \$1,500, plus applicable taxes, plus the cost of any damages resulting from the violation of the non-party clause will be charged to the credit card of the registered guests of the guestroom.
- **Outside Brides & Grooms:** OHEKA has a strict "No Two Brides Shall Meet" policy, which means the OHEKA bride has exclusive right to be the only bride in her wedding gown on the premises on her wedding day. While brides getting married at another venue are welcome to stay overnight in our guestrooms when rooms are available, certain protocols must be adhered to should any wedding be taking place at OHEKA during your stay. A Letter of Agreement must be signed prior to arrival. Blackout dates - Friday & Saturday. Please advise the reservations desk upon booking.
- **Photography Policies:** OHEKA welcomes its guests to take personal video or still photographs from public areas of the estate and gardens accessible on the day and time of guest's visit with the use of hand-held camera/phone only (non-professional equipment). Additional restrictions apply. Refer to Photography Policies for full list.
- **In-Room Massage:** 24-hour advanced reservations required. Massages require a 24-hour cancellation notice. Cancellations made within 24 hours prior to the appointment will be charged the full rate of the service.
- **Pet Policy:** Dogs only. A cleaning fee of \$200 per pet, per day, per night, plus applicable taxes will be charged to the pet's owner. Pet owners will be responsible for the cost of any damages to the guestroom and/or the estate by their pets as well as any associated and/or related medical bills to any individuals and/or pets on the property. Advanced notice, Vet's letter, and a signed Pet's Policy is required before the pet may enter the estate. Pet Policy Forms may be obtained by contacting a front desk representative at 631-659-1400 or reservations@oheka.com.
- **Fitness Center:** Guests acknowledge that to the best of their knowledge they are physically and mentally able to participate in any physical exercise and assume all risks associated with the use of the fitness center and all exercise equipment.
- **Discounted Rates & Promotions:** All discounted rate plans and special promotions may not be combined with any other promotion or rate plan. All discounted rates and promotions must be booked in advance (prior to arrival) for them to be put in place.
- Blackout dates may apply

updated 3/13/2023