

POLICIES

The safety and comfort of our guests is our number one priority. To ensure transparency, we've established a guide for best practices and our policies below. These policies are subject to change.

RESERVATIONS

Reservations may be made via our website reservations page, through third-party online travel agencies (Expedia, booking.com, etc.) or directly through us by telephone call (917-288-1272.) All reservations require full payment at time of booking.

CANCELLATIONS

All Reservations cancelled within 24 hours of booking will receive full refund.

No fees will be charged for bookings canceled up to 12 weeks before arrival.

Reservations canceled within 12 weeks of arrival will be charged 50% of the total booking fee.

NO SHOWS will be charged the full booking fee.

Come As You Are Inn has a limited number of rooms, allowing us to provide our guests with the personalized attention we believe you deserve, but this also limits the number of reservations we can accommodate. Our cancellation policy reflects this, and we thank you for your understanding.

The Come As You Are Inn does not take responsibility for changes to your reservation due to inclement weather, unforeseen changes to travel plans, personal sickness or injury, or family emergencies. We strongly recommend that you consider purchasing travel insurance before making your reservation.

Any reservation made on a third-party website (Expedia, booking.com, etc.) must be cancelled BY THE GUEST through the third-party website.

CHECKING IN AND OUT

Check-in times are between 1 pm and 9 pm. The owners live at the Inn and will be here to greet you upon arrival. For this reason, it is imperative that we have an accurate estimated time of arrival, and each guest will be contacted within 24 hours preceding the arrival date. PLEASE UNDERSTAND THAT WE MUST BE KEPT APRISED OF ANY CHANGES DUE TO TRAVEL ISSUES, TRAFFIC, OR EMERGENCY NEEDS.

ANY ARRIVAL TIMES OUTSIDE OF THE HOURS OF 1 PM TO 9 PM MUST BE AGREED UPON WITH THE OWNERS BEFORE MAKING THE RESERVATION.

Check-out time is 11:00 am.

BREAKFAST

A homemade continental breakfast is included in your stay and served daily from 9 am until 10 am. Hot breakfast is available by reservation at additional cost. The menu and prices will be made available when you arrive, and your order for a hot breakfast must be received by 10 pm the night before. We can only accommodate limited special dietary restrictions, and require advance notification.

We discourage the use of cell phones in the dining room during breakfast service.

ROOMS

For our guests' security and privacy, we will only enter your room with your approval, other than in an emergency. We are happy to provide fresh towels upon request for guests staying longer than three days.

CHILDREN

We are an adult only facility. In some situations, we may be able to accommodate children under the age of 21, but arrangements **MUST** be made before the reservation is made.

PLEASE NOTE, our rooms are provided with Queen-sized beds and are double occupancy only. We do not have additional beds or cots which may be brought into the room, and we cannot allow guests to bring in their own furniture.

QUIET HOURS

The hours between 10:00 pm and 8:00 am are quiet hours so that we can all get our rest. We ask that if you wish to watch television, listen to music, or use your cell phone during these hours, you keep the volume very low.

PETS

We love pets, but due to severe allergies, are unable to accommodate them at the Inn. This, unfortunately, includes support dogs, or any type of emotional support pet. As we have fewer than 5 units, we are not required by New York State law to accommodate support animals.

ROOM KEYS

Losing or not returning keys will result in a \$35.00 fee.

SMOKE-FREE

Come As You Are Inn is a smoke-free property with designated outdoor areas for smoking. If there is any sign of smoking or vaping in your room during your stay, a minimum of \$300 additional cleaning fee will automatically be charged to your account.

OTHER DAMAGES

A replacement or cleaning fee will be added to the guest bill for any damages caused by the guest to furnishings, linens, towels, or by smoking.

PARKING

Our driveway-parking lot can accommodate up to four cars. If you will be arriving in an oversized vehicle, please contact the owners before making the reservation. If we cannot accommodate your vehicle you may have to find other arrangements for parking. Alternatively, we are only ½ block away from the Long Island Railway Station, and we highly recommend visitors take advantage of public transport. Uber and other on-call services are readily available 24/7 in our area.

PRIVACY POLICY

Come As You Are Inn provides this Privacy statement to demonstrate our firm commitment to your privacy. The following discloses our information and dissemination practices for this website:

<https://www.comeasyouareinn.com> This website may contain links to other sites. The Inn is not responsible for the privacy practices or the content of such websites. We collect visitors contact information (email addresses) which may sometimes be used to send promotional material from our property. We do not distribute, sell or disclose your personally identifiable information.

EXPEDIA CANCELLATION POLICY:

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Agreement type: Expedia Collect/ETP

Base policy: Custom policy

- **Travelers who cancel 12 weeks or more before 12:00 AM GMT-05:00 on the day of check-in will be charged no fee.**
- **Travelers who cancel less than 12 weeks before 12:00 AM GMT-05:00 on the day of check-in (including no-shows) are charged 50% of the booking amount.**

BOOKING.COM CANCELLATION POLICY:

Partially refundable (General)

- **The guest will be charged 50% of the total price if they cancel after booking. If the guest doesn't show up, they'll be charged the total price of the reservation.**

Grace Period

- **No fees charged for bookings cancelled within 24 hours of booking.**
- **Advance Cancellation: No fees charged for bookings canceled 12 weeks before arrival.**