



2022 POLICY STATEMENT

Inn Keeper & Host: Thais (Ta-ees) St. Clair

Office: (603) 253-9750

9:00am to 9:00pm

Emergency / Urgent Needs / Voice Mail / Text Message

(603) 393-1824

Check-in time: 4-7 pm

Check-out time: 10 am

Check-in Procedures:

Upon arrival your host will provide an orientation & tour, then go over these essential topics:

- Door Lock Codes, Lock Operation Instructions, Parking, Fire Safety
- Instructions for Heating, Energy Conservation, Power Outages
- Brief summary of the B&B's key policies such as Recycling & Fire Ring Use

Facility Use:

Your reservation includes the use of up to 9 guest rooms each with a bathroom included. The 1st floor common areas include a Living Room, Dining Room, and Sunroom plus a powder room and main hallway with piano. Each floor has a mini refrigerator stocked with ice and water bottles. The main kitchen is off limits for guests with breakfast included in their reservation. For large groups, the main kitchen is available for use with Kitchen quiet hours after 10:00 pm. Kitchen/Sunroom window, and swinging door is to be kept unlocked but closed after 10:00 pm.

Outdoors you have the use of the Large BBQ Patio and the smaller Lounge Patio, side play yard with swing, tadpole pond and wrap around porch. **The pool is open May-Oct. Sunrise to 9:30pm. The fire ring permit allows for use from 5:00pm to 9:30pm.** The large balcony area is available for reservations with all 9 guest rooms included otherwise just for the Teal Orchid Suite. The Carriage House (Garage), Inn Keeper's Quarters, Basement, Laundry Room & 3rd Floor Closet, Cupola Closet, and Upper Patio/Propane Tank areas are off limits to guests. Extra patio chairs, cushions, tables, fire wood, charcoal and lighters, BBQ utensils, are available upon request.

General Guidelines:

- * Each room has a Mitsubishi wall unit for heating or cooling. The temperature is set to 68-70 degrees and works best if left at this setting for your comfort day and night. Do not open windows or leave hall doors open when operating the heating/cooling units. When rooms are unoccupied help save electricity by turning off lights and electric fireplaces or heaters. Room temperatures are monitored by the Inn Keeper. Please call for assistance regarding heating or cooling adjustments.
- * Indoor socializing is unlimited in the common rooms when the Living Room pocket doors and Dining Room hallway door is closed. This will minimize sounds from traveling up the main stair case. Sunroom doors also can be closed to minimize sounds from disturbing other guests.
- * Family games and puzzles are available in the Living Room tall black cabinet and 2nd floor hallway.

***Exterior doors are all locked at 10:00pm by the Inn Keeper.** Lock codes are provided at check-in time. If you are locked out please call (603)393-1824 at any time 24/7. Do not unlock exterior doors after 10:00pm. The side door near the coffee buffet is to remain locked at all times and is not to be used in the winter season to help keep the heat in the common rooms. May through Oct the side door is for exiting. Boot trays are available in the main hallway and sunroom.

Town Noise Ordinance:

Center Harbor has an ordinance which does not allow for disturbing noises in the neighborhood after 10:00pm. No singing, loud talking or loud laughter, no music, no machines, pounding, banging nor operation of equipment. No drunken rowdiness. No fire works are allowed. Outdoor socializing must be quiet after 10:00pm.

Pets: Only 2 Pets allowed on the premises at the same time.

- * Canine friends must be supervised at all times inside and on a leash when outside.
- * Professional pet walking/feeding services are available from Terri Carman at (508) 954-5847. If your pet is going to be left alone in your room for more than 4 hours this service is required.
- * Disposable poop bags and scoop are located on the side porch attached to the small poop trash can.
- * \$30 extra cleaning fee per stay is to be paid in cash at check-in time or charged in advance.
- * Bed covers, dog dishes, pet towels and blankets are available. **Pets are not allowed in the kitchen.**

Smoking:

Smoking of only tobacco or cigars is allowed where ashtrays are located on the porch areas or back patio areas. Marijuana, Haze, Bong, whether legal or not in NH, is not allowed on this property.

Visitors: Mandatory Emergency Contact Information is kept on file for all overnight visitors. The Sutton House is only for the overnight registered guests who booked under a specific reservation number. Other **visiting guests are not allowed unless specifically arranged with the host in advance. This applies to any daytime and extra night time visitors.** Sleeping on the floor, air mattresses or common room sofas is not permitted without advance authorization from the Inn Keeper. The Sutton House has strict occupancy requirements for each guest room and the whole Main Mansion.

Damage:

Any property damage will be charged at full replacement value to the credit card on file or covered by VRBO/AirBnB insurance claim. Please notify the Inn Keeper / Host of any damage.

Drugs/Alcohol:

The use of marijuana, OPIODs, any illegal drugs or excessive rowdy alcohol consumption is not permitted. Under age drinking, drugs and/or sexual activity is not permitted. The entire property is under surveillance by the local police and a security system.

The above policies are for the safe and enjoyable use of this facility by all guests and to respect the property, the business operating as Sutton House B & B and it's staff members. This is a fully licensed establishment that follows all local and state fire codes, ordinances, permits, license requirements, taxes and state laws. Non-compliance with any of the above polices can result in a terminated reservation and removal from the premises with no refund.

Business office is open Daily 9:00am – 9:00pm (603) 253-9750

Emergency / Urgent Calls for the Inn Keeper/Host: (603) 393-1824

After Hours or for sending text & voice mail messages: (603) 393-1824