



The Captain's Stay Policies

Please note: The Captain's Stay has a 3 day cancellation time needed for full refund.

Visa, Mastercard and Discover cards are accepted.

All guest reservations are important to us. Please notify us if travel plans change and you have to cancel your reservation. We would appreciate it if you could email or call us at your earliest convenience to cancel your reservation so we might offer it to another guest.

If you must cancel with less than 3 days notice, a \$25.00 administrative fee will be charged to your credit card. Additionally a minimum of a one night's stay will be charged to your credit card unless we are able to re-book the room for your original reservation period. If we are unable to re-book the room the amount charged to you and (at our option) may be applied to a visit to The Captain's Stay within 6 months. Early departures and/or no shows will be considered cancellations and fall under the same policy, and will be charged the full amount of the reservation. All other restrictions apply.

All Rates & Policies of The Captain's Stay are subject to change without notice. Please note: A 30-day cancellation notice is required on whole house bookings, as well as for some holidays or special events. When reserving the entire house for a wedding or other function, The Captain's Stay requires a non-refundable deposit of 50% at the time of your booking.

Check-in times are between 3:00pm and 6:00pm unless other arrangements are made. Please call us to make special arrangements for an early or late arrival. Please go to www.thecaptainsstay.com for directions via MapQuest. The Captain's Stay is not responsible for driving errors made through MapQuest's directions.

Please note: Our check-out time is 11:00am.

No smoking is allowed inside the The Captain's Stay. If you must smoke, smoking is allowed on the front porch, back deck and back yard areas.

Unfortunately no pets are allowed. Please call if you need assistance in finding pet day care or boarding.

Please review the details of your reservation and please let us know at once if you find any errors. If you have any questions or need more assistance, please call us at 252-288-5133.

If you do not agree to our policies please notify us by mail or email. A non-response is deemed as an acceptance of our written policies.

Thank you.

The Captain's Stay • 718 Pollock Street, New Bern, NC 28560 • 252-288-5133 • info@thecaptainsstay.com

