



POLICIES

Buckingham Apartments is not a hotel and does not offer hotel services.

Check-In: Check-in time is at 3:00 PM. For late arrivals (after 5 PM from Monday to Friday) and weekends and holidays, check-in can be arranged with the management. Additional fees may apply.

Housekeeping: Light housekeeping is offered as a complimentary service. It is the guest's responsibility to keep the apartment clean. Depending upon the check-in day, a time and day will be scheduled to clean the apartment. If the guest doesn't allow the housekeepers to do the cleaning according to the schedule, the cleaning will be postponed to the following week.

Departure Notice: If the departure date is different from the pre-arranged date, the office must be promptly notified. For early departures, guests will be charged half of the remaining nights of the initial reservation.

Check-Out Policy: Check-out time is 11:00 A.M. If check-out has not taken place by 11:00 A.M. of the departure day, an additional night will be charged to the guest's credit card.

Key Return: Keys (including the key tag) must be returned to our office on the day of departure. We have a key-drop box, green box that reads "BRIEFKASTEN", located at the lobby next to the main entrance. For unreturned keys, \$50.00 will be charged to the guest's account.

Apartment Occupancy: Studios are limited to 2 occupants and one-bedroom and two bedroom apartments to 4 occupants. Additional guests (beyond the allowable number of guests per apartment) must be signed in. An additional \$25 per night/per guest will be added to the room rate.

Deposit: A \$100 deposit is charged at the time the reservation is made to be used in the event of a cancellation. This deposit is deducted from your total balance.

Payment Method: Payment is due in full upon check in. Unless pre-arranged, the guest's credit card will be charged the total amount of the stay upon check in. Options include: VISA, MasterCard, Amex, Money Order, Travelers' check, cash with credit card back up, and corporate billing.

Cancellation Policy: There is a \$100 cancellation fee for all cancellations. Cancellations will be accepted with two weeks notice before the scheduled arrival date. For less than two weeks notice, the

guest's credit card will be charged for the first three nights. If a cancellation hasn't taken place by the day of the scheduled arrival, the total amount of the reservation will be charged. Arrivals later than your scheduled arrival date are considered a cancellation. Cancellation fees will still apply.

Shortening Your Stay: Shortening the length of your stay will result in charges of fifty percent (50%) of the difference between the initial check-in/out dates and the new dates. Reducing the number of days of a stay is considered the same as a cancellation and you will be subject to the same policy as stated above.

Apartment Condition: It is the responsibility of the guest to leave the apartment clean. Should the condition of the apartment be deemed unacceptable upon inspection by the management, there might be additional charges. If furniture is moved from its place a \$50 fee will be charged to the guest's account.

Personal Property: Buckingham Apartments is not responsible for any damage to or loss of personal property while guests are staying in any of our apartments. This includes any personal possessions left behind upon departure. Items left behind will be kept for one week. After that they'll be thrown away.

Parking: We have limited parking spaces. If you are interested please check with our office. Parking fee is \$30 per night. Vehicles without Parking Permit will be towed immediately at owner's expense. Buckingham Apartments assumes no responsibility or liability for injury or damage to any person(s), vehicle(s), or property therein, while using its parking facilities.

Reservation Fee: There is a Reservation Fee of \$50.00. This fee is a one time, non-refundable charge to owners account upon reservation confirmation

Quiet Time:

Out of respect for our individual guests, Buckingham Apartments enforces a "quiet-time" policy between the hours of 10:00 p.m. and 7:00 a.m. This covers our hallways (no running in hallways or excessive noise) and guest rooms (no loud activities, loud noise from TV or other appliances). Guests who do not observe our "quiet-time policy" may be asked to leave or denied guest room reservations. Should a guest be asked to leave, the cost of the apartment will not be refunded to the evicted guests.

*** Policies are subject to change without notice.**

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