

Hotel Policies

- Cancellation Policy: Reservations must be cancelled 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: 631-692-7712; or Letter: OHEKA, 135 West Gate Drive, Huntington, NY 11743.
- Group Cancellation Policy: For groups of 10 or more rooms, reservations must be cancelled 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 include a continental breakfast.
- All rates are based on double occupancy. Additional guests in the same room and additional bedding will be charged at \$25 per person per night.
- 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 guest rooms are nonsmoking. Smoking in the guest rooms 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 \$25 each per night.
- Age Requirements: Guests must be 21 years or older to reserve and check into a guest room.
- Handicap-accessible guest rooms 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 guest rooms or suites, and guests are financially and legally responsible for any damages to the hotels 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 guest room.
- 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 guest rooms when rooms are available, certain protocol 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 days - Friday & Saturday. Please advise the reservations desk upon booking.
- Professional Photography: Professional photography is strictly prohibited. Any photography taking place on the property, including but not limited to the use of smartphones, may be deemed professional and/or for commercial use, at OHEKA's sole discretion.
- 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](tel: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.