

GLENORA GUESTHOUSE

AT 164 NORTH GLENORA RD

Policies and Guest Information

Office Hours:

For your convenience, we provide 24-hour, 7-day service year-round at The Inn's front desk. Please call 1-607-243-9500 for assistance or toll-free at 1-800-243-5513.

Please come to The Inn at Glenora Front Desk (5435 State Route 14 Dundee) area to sign in and pick up your key to the property.

Check-In Time and Check-Out Time:

Check-in time is 3:00 PM and Check-out time is by 11:00 AM.

If you are going to be a late arrival, please let us know.

Deposit and Cancellation Policy:

At the time of booking, we require a 50% deposit

We require a 1-month cancellation to receive a full refund

If canceled after the 1-month time, your deposit is forfeited.

Housekeeping and Maintenance Services:

We do not offer daily housekeeping. If you need something you cannot find, or have run out of, please see the front desk staff at the Inn.

There are cleaning supplies available for you to use, located in the supply cupboard under the kitchen sink.

Located in each bedroom closet there are extra sheets, blankets and pillows.

Located in each bathroom you will find towels, bathroom supplies and amenities.

House Layout and Important Information:

There are 3 floors, including the finished basement area, the main living area on the first floor, and the main bedrooms on the second floor. The house is not handicap accessible. There are air-conditioning units located in each bedroom on the 2nd floor, and on the main floor (instructions for use are located in the Welcome Binder in the Kitchen). Complimentary Wi-Fi throughout and Smart TV's in each bedroom and shared game room.

The house is fully furnished so don't worry about bringing your bedding or towels.

We do not provide any food products (ex. coffee, spices, cooking items, etc.) A listing of grocery stores and local restaurants is included in the welcome binder that is located in the kitchen.

Basement is fully furnished and includes a game room (3-in-1 table-ping pong, pool, air hockey, board games, playing cards) smart television, high top table and chairs, pull-out couch, two recliners, a full-size bathroom (large shower with built-in seat, no tub) and bedroom with a Queen bed and smart television, and a laundry room (laundry cleaning items not included).

Main Floor (first floor): Living Room with couch and loveseat, a dual fireplace (instructions will be provided) shared with the dining room that seats 8 people, large kitchen with a breakfast nook, 1/2 bath and a wraparound deck with furniture. Gas Grill available for grilling. Coffee Maker is a Keurig Duo so you can use K-cups or ground coffee.

Second Floor: 2 bedrooms: 1 Queen and 1 King with a smart television in each room, featuring an amazing view from each room and a full (shared) bathroom (large shower with built in seat, no tub).

Lake Access: There is **NO** Lake access. Please enjoy the views from your deck.

Grounds: Please enjoy the grounds as we have through the years, however be aware of posted signage that shows where you can and cannot enter. Bring your lawn games as there is plenty of room.

Courtesy to Neighbors & Parking:

We truly want you to enjoy your stay, however we need to be respectful of our neighbors. Be careful not to enter their property. Quiet hours should be observed between the hours of 10:00 P.M. and 9:00 A.M. There is no lake access, so please do not wander onto other people's property. We are just 10 minutes north of Watkins Glen where you will find lake access.

Glenora Wine Cellars, The Inn at Glenora and Veraisons Restaurant

We are located just up the hill from the Glenora Guesthouse, 0.4 mile away.

Please enjoy a complimentary tasting at our winery, check our website at www.glenora.com for updated hours.

You also receive a bottle of Cayuga White and Sparkling Wine during your stay, which is located in the kitchen.

Veraisons Restaurant is open Wednesday through Sunday, for Lunch and Dinner from 12-8pm.

Reservations are highly recommended and Restaurant may be closed due to private event; for reservations, please call 1-800-243-5513 ext. 302.

Property Damage

If anything is damaged during your stay you will be held liable. All items have been accounted for so if there are missing items the card on file will be charged.

We hope you enjoy your stay!

The Glenora Staff

WIFI Network: Password:

Address: 164 North Glenora Rd Dundee, NY 14837

* Hours and information are subject to change