



Dear Buttonwood Guest:

Welcome to our Bed and Breakfast!!

*We hope to make your stay here comfortable and pleasurable.
If you have questions at any time, please stop by our front desk.
We are usually in the kitchen, office, or common areas until about 9PM. If you don't see
us, just ring the buzzer or call 603-356-2625.*

*Please take a moment to read through this online directory. This document will answer
most of your questions.*

*We will help you with dinner recommendations and directions to all the wonderful
things to do in the Mount Washington Valley.*

Ask about the 7 things to do list!!!!

*Sincerely,
Donna-Marie and Doug
Innkeepers & Owners*

General Policies

Rates:

The Buttonwood Inn is dedicated to making each guest stay special. If you have special requests or questions regarding your reservation, please contact the Inn.

Rates are for single and double occupancy and include our “made from scratch” homemade breakfast and Donna-Marie’s baked treats in the late afternoon. Rates are subject to 8.5% NH rooms and meals taxes.

CHECK-IN TIME: 4:00 PM – 8:00PM.

4PM check-in is strictly enforced. This is necessary to give us ample time to clean and prepare your room.

If arriving AFTER 8 PM, call so we can make arrangements to leave a key for you. The number is 603-356-2625. Please keep in mind that with minimal staff at a small Inn, it is difficult to be available until late hours when breakfast prep begins at 6 AM.

CHECK-OUT TIME: 10:30 AM.

Cancellation Policy:

A 50% deposit is required upon making your reservation. The Buttonwood Inn is a privately owned small property where every guest reservation is both important and special to us. If your travel plans change and you must cancel your reservation, please call us at least 21 days prior to your arrival date to cancel your reservation. If cancelled beyond 21 days prior to your stay, you will receive a full refund minus a \$45.00 administrative fee. If you are booking via an Online Travel Agency (i.e. Booking.com), you will be subject to their deposit and cancellation policies. Changes to your reservation must be made with the OTA.

In the event that you must cancel with less than 21 days notice, shorten your stay, or check out early, please understand that we must ask you to take responsibility for your entire reservation. In all instances, you may apply the deposit to a future booking. Unlike some hotels, we do not “overbook” our rooms. We hold guest reservations for the dates of our guests’ request. As a result, if a guest leaves earlier than their reservation calls for, or they do not show up for their reservation, they will be charged for the entire reservation.

Gift Certificates are non-refundable. They do not expire.

All rates are for double occupancy only. Additional guests are NOT accepted with the exception of Rooms 6,7,9, and 10 where the occupancy is 3 persons (except Room 6, which is 4). An additional fee of \$55.00 for each extra person per night will be added (no charge for infants or toddlers in a pack and play). Guests must provide the pack and play.

Parking:

Parking is available in our large parking lot. There is an unloading and loading zone in front of the porch upon arrival and departure.

Minimum Night Stays:

Two-night stays are required for all reservations.

Meals:

At our Bed and Breakfast, we serve a full gourmet breakfast, either savory one day or sweet the next, from 8:00 to 9:00 AM. We can provide a travel breakfast for guests who have to leave the inn before breakfast as long as we are informed at least 48 hours in advance.

Donna-Marie's homemade baked treats are served around 4:00 PM each day.

Children:

We welcome children of all ages. There will be an additional charge of \$55 per night, per room, per child.

Pets:

Even though we have had rescue dogs of our own, we do not accept pets at our inn. However, if you plan to travel with your pet, you can reserve an overnight stay at Pet Rendezvous located in Albany, NH about 15 minutes from our inn on White Mountain Highway. We have left our dog there on many occasions when we travel, and he is well cared for and contentedly happy when we pick him up upon our return.

Smoking:

The Buttonwood offers a smoke-free environment in the interior of the inn. Please ask us where the designated area is outside of the inn. For safety reasons and out of courtesy to other guests, smoking is not allowed in the inn. If any of the contents of a room have been contaminated or damaged due to smoking, a \$150 cleaning/repair fee will be charged.

Important Information About The Inn & Your Room

When you check-in, we will take you on a short tour to familiarize you with the features of the Inn and your room. This should provide you with everything you need to know, but if you have questions about anything, stop in at the front desk, and we will be happy to help you.

Wi-Fi: We have installed a high-speed Google Mesh system. However, during summer, internet capacity in town can be slow. We recommend that you load driving directions before you leave the Inn. There is no password. Simply select ButtonwoodGuest on your device.

No smoking anywhere within the Inn. Check with us about our designated smoking area.

No candles or open flames are allowed anywhere within the Inn. If you would like a fire (winter only) in either of our two fireplaces in the sitting rooms, let us know! We will tend to the fire (adding wood etc.).

Air Conditioning: Each room has a thermostat control where you can adjust the room temperature to your liking. Directions are above the thermostat. During days when the temperature is over 90, please keep in mind that our Inn is over 200 years old, so it may take a while to cool your room off. Please keep any windows closed during AC operation. Leave the AC setting to AUTO. If you switch it to ON, it will run continuously, and you will be a "human popsicle" by morning.

Heating: Room heat is controlled by a large knob located at the end of the baseboard. The higher the number, the higher the heat. Setting it on 2 or 3 seems to be perfect for most guests.

Spills: Please notify us of any spills that can't be handled by towels so we can help clean them up in order to avoid damage to our 200-year-old floors.

Makeup Removal: Please do not use white face towels to remove makeup. We will provide black makeup towels in each room.

Hair Dye: Please do not dye your hair in our bathrooms. We have had several incidents of guests damaging the pillow, bedding, towels, wallpaper, shower curtain, and shower wall due to hair dye.

Water: Our artesian well water is extremely clean and pleasant for drinking. We test the water several times a year. Ice and water are available in the dining room.

Snack and Teatime: Is at 4PM daily. Pastries and cookies vary by day. Coffee is available at 7AM.

Breakfast: Served from 8 AM to 9 AM. If you need breakfast before 8 AM, please let us know the night before, and we will pack a to-go breakfast for you and leave it in the lobby. If you have any dietary needs or restrictions, be sure to let us know when checking in, and we will be happy to prepare your meal in accordance.

Hot Tub & Pool Policies

If you are staying with children under 18, you must sign a liability waiver upon checking in.

Operating hours: Pool hours 10am to sunset. The hot tub is open from 10am to midnight. After 10pm, please be aware that other guests may be sleeping. It is recommended that you limit your time in the tub to under 90 minutes. Please limit alcohol consumption to one drink before and during tub time. Children under 18 must be accompanied by an adult at all times while in the pool or hot tub.

Towels / Access

Access to the pool and hot tub is via the back door. There are towels assigned to your room and near the back door.

CHILDREN MUST BE ACCOMPANIED BY AN ADULT IN THE HOT TUB AND POOL AREA!!

No diving

No glass outdoors-- we will provide plastic cups or wine glasses upon request

No lifeguard on duty

Per state law, please shower before entering the pool or hot tub.

If you need assistance removing/replacing the hot tub cover, please ask for help.

There is a propane heater for the pool. Let us know at breakfast if you would like us to heat the pool as it takes several hours to raise the temperature. Typically during the summer, the pool is between 66 and 72 degrees.

Top Seven Things To Do While at the Buttonwood Inn

1. Hike to Diana's Bath (*Easy*)
2. Hike to Sabbaday Falls (*Very Easy*)
3. Drive the Kancamagus Highway
4. Hike to Arethusa Falls (*Vigorous Hike*)
5. Ride the Conway Scenic Railroad
(*3 different excursions during peak season*)
6. Ride the Mount Washington Cog Railway
(*Spring-Fall*)
7. Drive the Mount Washington Auto Road
(*Spring to Fall*)

Top Seven Places to Eat While at the Buttonwood Inn

1. Black Cap Grille
2. Moat Mountain Smokehouse
3. The Red Parka (*live music on weekends*)
4. Vito Marcello's Italian Bistro (*need a reservation!*)
5. White Mountain Cider Company
6. Tuckerman's Restaurant
7. Red Fox Bar and Grille

Top Places for Lunch or Take-Out

1. Wicked Fresh Craft Burgers
2. The Met
3. Big Dave's Bagel & Deli (*As seen on Dinners, Drive-Ins & Dives*)
4. China Chef
5. Taste of Thai
6. Boston Brothers Pizzeria/Sub
7. Horsefeathers
8. Via Roma Pizza