



The Settlers Inn Event Room Block FAQs

- What rooming options are available for my event guests?
 - a. A block of guestrooms will be set aside under your event name and held for your guests to reserve. Up to all Settlers Inn guestrooms will be held for your block on the night of your event. Should you need less than all guestrooms, your Rooms Coordinator will work closely with you to set aside a mix of rooms which suit your guests' accommodation needs.
- How many nights can be held for my event rooms block?
 - a. Rooms will be extended to you for the night of your event and indicated in your Event Contract. When possible, a portion of our guestrooms may be offered for additional nights before and/or after your event date.
- What are the offsite housing options?
 - a. The Settlers Inn offers an independent housing option which accommodates up to 8 guests. This housing choice, The Welwood Bungalow, has minimum night stay and deposit requirements which differ from guestrooms. The Welwood Bungalow is not a standard offering within our Event Room Blocks, but may be reserved if available outside the block. Please see below for additional information or speak with your Rooms Coordinator for details.
- How do my guests reserve rooms for my event?
 - a. Guests may call the hotel to reserve. You will also be provided with a group block code for use on our website to make reservations. You may wish to provide a Rooming List and pre-assign your available Event Block guestrooms. A form will be provided for you to complete and return to us to create the reservations on your behalf. A credit card is required to secure reservations. Your guests should expect to provide this information when making their reservations. If using a Rooming List, we will use a credit card provided by the Event Host to secure the reservations; guests may provide individual credit cards at their convenience.
- Are deposits required for rooms? What is the cancellation policy for room reservations?
 - a. Deposits for guestrooms are required during Peak Summer Holidays and Event Weekends Memorial Day Weekend, the Fourth of July Holiday, designated Camp Visiting Weekends (dates are in July, vary year-to-year) and Labor Day Weekend. Deposits made for peak summer holiday periods are refundable less a processing fee, provided cancellation is made within the cancellation period. Cancellations are accepted without penalty 72 hours in advance of check-in during our off-season (after Columbus Day and before the start of Memorial Day weekend) and 10 days in advance of check-in during our peak season. A non-refundable deposit is also required for the Welwood Bungalow. Deposits made on Welwood Bungalow reservations will be forfeited in the event of a cancellation.
- How long is my room block held?
 - a. Room blocks are held until 60 days prior to the start of the block. Any rooms not reserved by that date will be released from the block and made available for other guests to book. Your guests may still be able to book rooms, however reservations made after the release date will be made at our prevailing rates and availability. Settlers Inn buyout events are an exception to



this policy: any rooms not reserved remain the responsibility of the Event Host and will not be extended to non-event guests.

- What if I need more rooms than can be offered at my event's location?
 - a. For events hosted at the Settlers Inn, there is the possibility of securing a secondary room block at another of our hotels, provided there is availability. The same cutoff and release dates would apply to any secondary block established for your guests. Transportation may be arranged only between Settlers Hospitality properties on behalf of your guests for an additional fee. Please speak with your Event Coordinator for details. There are other hotel and private rental options in our area as well.
- What are your check-in and check-out times?
 - a. Check-in is 3pm and check-out is 11am. Requests for early check-in or late check-out are not guaranteed. Please consider booking an additional night to ensure early arrival or late departure.
- What is included for my guests?
 - a. All reservations at the Settlers Inn include access to our Hawley area Resort Activities. Resort Activities are curated seasonally. Please click [here](#) to view our current programming. Keep in mind, if your event is being held in a different season, the selection will change.
 - b. A breakfast credit for up to 2 guests per room is extended for guests of the Settlers Inn and is automatically attached to reservations – simply sign the restaurant check to your guestroom to receive this credit. This credit may be used the Settlers Inn for daily breakfast or for our weekend brunch. Reservations are strongly recommended for Settlers Inn. If you prefer a private breakfast or brunch option, please speak with your Event Coordinator. Breakfast credits are not extended to guests of the Welwood Bungalow
- Can I have the hotel deliver gift bags to my guests?
 - a. Our Front Desk team will happily assist in delivering gift bags, welcome information, or any other details you'd like. Gift/welcome bags should be provided to the Front Desk no more than 24 hours in advance. Any bags which are guest-specific must be clearly labeled. There is a charge of \$2.00 per bag for delivery. The Front Desk Team assumes no responsibility for items left with the Front Desk.
- Is there transportation available?
 - a. We offer a complimentary shuttle between Settlers Hospitality properties. This shuttle is available to all guests during its hours of operation. Hours differ in-season and off-season. Should you be interested in reserving the shuttle for private transportation, please speak with your Event Coordinator. Half-Day and Full-Day charges will apply.
 - b. The Hawley area is not serviced by ride-share transportation options. Bus transportation and taxis are available: please speak with your Event Coordinator for our recommendations. It is strongly encouraged that your guests have their own transportation while visiting our area.