

Bird-in-Hand Guest Bill of Rights

As our Guest, you can look forward to . . . :

- **A warm welcome and a fond farewell.** We understand that you have many choices for food, lodging and entertainment. Our greeting will always reflect how much we appreciate your business and our good-byes will convey how much we look forward to your return.
- **Caring, courteous and knowledgeable service** We will always treat you with respect and will strive to help you get the most from your time with us by sharing our knowledge and insights.
- **Timely attention to your needs.** Whether you are checking into or out of one of our lodging properties, at the bakery counter or one of our market stands, or waiting to be seated or for your order to arrive at our restaurant, we promise to serve you as promptly as possible.
- **Clean, accessible and well-maintained facilities.** Your comfort and safety are among our primary concerns.
- **Fair prices.** We strive to operate a sustainable business for our family and all our staff, but we are always committed to providing our guests with excellent value.
- **Prompt addressing of your concerns.** We stand behind our products and services. If our food, lodging, entertainment or service ever fails to live up to your expectations, please let us know immediately so we can make it right. Your satisfaction is our top priority.
- **Clearly stated prices and policies.** You can expect to know what you are paying and what you are getting in return. We are transparent in our pricing. We post our privacy, refund and shipping policies on our website and they are available for review on request.
- **Special dietary requests.** We do our best to address special dietary needs. Please be aware that we prepare some items in advance, and that our food items may contain or come into contact with wheat/gluten, eggs, peanuts, tree nuts, milk or soy products.
- **Smoke-free buildings.** For the comfort of all our guests, no smoking is allowed in our dining rooms, guest rooms, lobbies or other areas inside our lodging properties or dining venues or the Bird-in-Hand Stage.
- **A satisfying experience.** We want you to feel relaxed, refreshed and have nothing but memorable moments when you spend time with us. Let us know what we can do so we can count on seeing you again.

