



GREYFIELD

HOTEL & APARTMENTS

HOTEL RULES AND PENALTIES

At **Greyfield Hotel**, our goal is to deliver exceptional 'home away from home' experience, that is why we strive to provide our Guests with an extremely clean, safe and friendly environment.

Our Hotel Policy have been established based on industry standards and our operational procedures. The policy is created to help promote our Guests' Safety, Comfort and Privacy by ensuring our Guest have a clear understanding of our Operational Procedures.

This policy is considered as part of our **"Reservation Agreement"** with you. As our Guest, you are agreeing to abide by all our rules, procedures, terms and conditions. Please note that this policy may be reviewed and updated from time to time.

The following Rules will guide our everyday engagement with our Guest;

1. CHECK-IN/ARRIVAL

Check-in time is at 2.00pm, Guests will be required to present a valid means of identification and reservation confirmation email before check-in.

2. CHECK OUT/DEPARTURE

Check out time is at 11.00am, Guests are advised to inform the Management of **Greyfield Hotel** if they wish to extend their stay beyond the reserved date. Extension will be approved depending on availability.

3. EARLY CHECK-IN & LATE CHECK-OUTS

Early Arrival or Late Departure is subject to availability of the Hotel, the management must be duly informed of any early check-in or late departure request. If the Guest fails to evacuate the Hotel upon expiration time, management shall have the right to remove the Guest and their belongings from the property.

4. RESERVATION CANCELLATION

Guest can cancel their reservation free of charge 48hrs (2days) before their reservation date. Cancellation within 24hrs will attract a default fee of 50% reservation price while the Guest will be charged the total price of reservation for no-show.

5. DEPOSIT PAYMENT

Full payment or minimum of 50% payment of total booking cost must be paid to guarantee Guests' reservation, in a situation where 50% deposit is made, the balance must be paid on or before 48 hours before check-in date.

6. DECORATION CAUTION FEE

Guests who wish to decorate their rooms may do so at an additional cost of **₦100,000**. Please note that attaching decorations directly to the hotel walls or POP is strictly prohibited. Any violation of this policy will attract a fine.

7. GUEST LUGGAGE/PROPERTIES

Guests are requested to lock their hotel door when going out or going to bed. The management will not in any way be responsible for any loss or damage to the Guests' Luggage or any property from the Hotel or any cause whatsoever including theft.

8. DAMAGE TO PROPERTY

The Guest will be held responsible for any loss or damage to the property caused by themselves, their guests or any person for whom they are responsible for. Guest shall not alter or redecorate any part of the Hotel.

9. LOST & FOUND

Should any Guest lose or forget their personal items while staying at the Hotel, if recovered, the item will be recorded as 'found'. We keep detailed records of all 'found' items and the item(s) will be kept in our safe box. We will make a reasonable effort to contact the Guest if an item is left in the Hotel after the Guest has checked-out. Any item(s) that is (are) not claimed within ninety (90) days, will be donated to a local charity or discarded.

10. FIRE SAFETY

The Hotels are equipped with smoke and heat detectors. We also have Fire Extinguishers in few strategic locations to provide support in case of any fire emergency.

11. NO PET ALLOWED

No animal or Pet of any kind shall be allowed or kept in the Hotel for any amount of time. Failure to adhere will attract a default fee of ₦50,000 (Fifty Thousand Naira).

12. SMOKING

We always observe a **"NON-SMOKING"** rule inside the Hotel. Smoking is permissible at the "Balcony" area only. No **"SHISHA"** is allowed inside the Hotel, **"MARIJUANA"** or **"CIGARATE"** is not allowed inside or outside the Hotel. Penalty for breaching this rule will attract a fine of ₦100,000 (One Hundred Thousand Naira) or immediate eviction from the Hotel.

13. NOISE & DISTURBANCE

Any noise or activity in the Hotel which might disturb the peace and quiet of another Guest and/or the neighbor will not be allowed.

14. NO PARTY RULE

We observe a **"No Party"** Rule at all times. Parties or events of any sort are prohibited from all our Hotels and Property including the Pool Side. Failure to adhere would lead to immediate Eviction from the Hotel.

15. LODGING GUIDELINES

- a) Our Hotel Apartments accommodates 4 adults for the 2 Bedroom. Guests are not allowed to sleep in the Living Room.

- b) The Facility Manager would take inventory with the Guest upon their arrival to confirm that the items found on the inventory list is the same as the items seen and similar process will apply during departure.
- c) The Hotels are to be used by Guest for short lets and residential purposes only. Guests are not to use the Hotel for Criminal, Illegal or Immoral purposes of whatever nature. The use of drugs or prohibited substances are also not allowed in the Hotel.
- d) Guests are to keep the Hotel and all items therein in good order. In situation where a Guest or their guests causes damage in the Hotel, the Guest will be responsible for paying for the total cost of the damages.
- e) All Guest visitors who are not lodging must always sign in and out of our Facility.
- f) Guests who wish to retain their reservation are required to confirm availability and make payment within **24 hours** of booking. Failure to do so may result in automatic cancellation of the reservation.
- g) Guest shall be charged 100% of his/her Caution Fee if there's a Smoke Burn found on any of the Furniture.
- h) The Guest shall be charged a certain percentage of their caution fee if there be any missing item(s) or damages caused by the Guest or their guest(s). Also, if the damage incurred exceeds the caution fee deposited, Management shall issue the client the cost of the item damaged for replacement. This item must be replaced within three (3) days period after checkout.
- i) Guests are prohibited from privately engaging the services of any Greyfield Hotel Staff.

I _____ read and agree to adhere strictly to the rules stated above.

Signature & Date

Thank you for your Patronage.
Management



