

THE
PALM SPRINGS
HOTEL

HOTEL POLICIES

Thank you for choosing to stay with us at The Palm Springs Hotel. Below are hotel policies and procedures; read them carefully. As our hotel guests, by reading and signing your hotel registration card at check-in you are agreeing that you will be responsible for yourself and your guests abiding by all of our hotel policies and procedures.

ADDITIONAL PERSON/S FEES

All rates at The Palm Springs Hotel are for double occupancy. Each room has an assigned maximum occupancy. There will be a \$25 charge, plus applicable taxes per extra adult/per night up to maximum occupancy. Children 0-15 stay free. Additional guests, above maximum occupancy, will be checked into another room at that day's rate, based on availability. Additional guests not disclosed to Front Desk staff upon check-in, and who do not violate maximum occupancy, are subject to an extra person charge of \$50 per adult/per night. Violation of maximum occupancy rules is grounds for immediate eviction of all registered and non-registered guests. No refunds will be issued for evictions due to hotel policy violations.

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REGISTERED GUESTS

The Palm Springs Hotel property is for the enjoyment of registered hotel guests only. Non-registered guests are allowed on the property only with prior approval from Front Desk staff or Management. This privilege is not guaranteed and all unregistered guests who are given permission to visit must leave and remain off property during the hotel's "Quiet Time" hours which are 11 pm to 7 am. Violation of occupancy policies is grounds for immediate eviction of all registered and non-registered guests without refund.

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SMOKING POLICIES

We operate a non-smoking hotel. This includes cigarettes, cigars, E-cigarettes, vaping and any other form of smoking. We have provided one designated smoking area located at the large fire pit. This one fire pit is the only area where smoking is allowed. Smoking in an undesignated area anywhere else on the hotel property is subject to a \$300 penalty per occurrence. Please refrain from disposing of your ashes and/or butts in the fire pit or anywhere other than the ash receptacles that have been provided in the designated smoking area.

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NO IN-ROOM PARTY POLICY

The Palm Springs Hotel enforces a NO IN-ROOM PARTY POLICY to ensure we can protect the hotel and our guests at all times. In the event of a disturbance, one warning will be given to reduce noise. If this warning is not followed, the guest will forfeit all fees and must leave the hotel immediately.

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KEY REPLACEMENT

The Palm Springs Hotel operates with "old fashioned" keys. If a guest room key is lost, we are required by law to change the locks for the safety of all our guests. Therefore, we request that you please drop off your Room Key at the front desk before you head back home to avoid the \$250 penalty for lost keys. We appreciate your understanding!

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CHECK-OUT

Check-out is at 11 am. If you require a later check-out, please contact the Front Desk as soon as possible or before 10 am on the day of departure, and we will do our best to accommodate your request. We are limited to the number of late check-outs we can issue, so this is done on a first come, first serve basis. All check-outs, regular and late, have a 15 minute grace period. Guests who linger past their grace period are subject to a late check-out penalty of \$50.00 per half hour.

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PET POLICIES

All pets are prohibited on property. A penalty of \$250.00 will be applied to the bill if a pet is discovered. "Service animals" are allowed as per California and Federal law. "Service Dog" owners are required to fill out and sign our "Service Dog Owner's Code". "ESA" (Emotional Support Animals) are not allowed.

MINOR CHILDREN

Children under 14 years of age must be accompanied by an adult 18 years of age or over at all times and shall not be left unattended on the hotel property at any time during their stay.

POOL HOURS/COURTESIES AND CONDUCT

Our pool and hot tub facilities are open 24 hours. You may use these at any time as long as you are respectful of others and the pool rules. No glass of any kind is allowed in the pool area. Personal electronics should be enjoyed privately with headphones. Please leave your coolers and ice chests in your room as these are not allowed in the common areas. Personal pool toys and/or floats are not allowed. No rough housing or horseplay. Please do not disrupt the quiet enjoyment of other guests.

NO PORTABLE COOKING EQUIPMENT

Cooking is not allowed in guests rooms. This includes, but is not limited to hot plates and tea kettles. Violation of this policy will result in a cleaning fee of \$300 and/or immediate eviction.

QUIET TIME

11 pm - 7 am. Please be respectful of our other guests by keeping noise levels to a minimum and avoid all excessive commotion.

DAMAGE

Guests are responsible to treat hotel property and amenities with respect. Guests will be charged for replacement or repair of damage to hotel property or guest rooms.

The Management assumes no responsibility for accidents, injuries, theft or loss due to any cause. By signing below, you are releasing The Palm Springs Hotel of any responsibility or liability claims.

Any guests of the hotel, who do not follow or comply with hotel policies, we The Palm Springs Hotel, reserve all rights to refuse service and to evict without refund.

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I have read and understand these policies and procedures.

Guest Signature

Date