

# POLICIES AND PROCEDURES

Department:	Policy #	Date Issued	Date Reviewed	Date Revised
Administration	OLSR2014	10/1/14		
Subject :	Dept. Head:			Date:
Reservations for Guest Rooms/Suites	Approved:			Date:

**POLICY:** It is policy of Sherwood Oaks to allow residents to reserve guest room/suites for their family members.

## PROCEDURE:

There is no limit on the number of guest rooms/suites that may be reserved by a resident, except for holidays (see policy on holiday reservations for guest room/suites)

- The Oak Lodge rooms can be reserved for a maximum of 4 people. A rollaway bed and/or crib can be requested for a nominal charge per night. Due to the size of the rooms, only one rollaway bed is permitted per oak lodge room.
- The suites can be reserved for a maximum of 6 people. Rollaway beds and /or cribs can be requested for a nominal charge per night and will be placed inside the suite.
  - Please note: the kitchens in suites are not stocked with dishes and/or cookwear because they are not to be used for cooking. Also, please remember to empty out the refrigerator before check-out.
- Please be aware that Sherwood Oaks is a non-smoking campus and pets are not permitted anywhere in the Oak Lodge or in the suites.
- There will be a \$20.00 + tx fee for check-outs after 12:00 PM.
- Cash and checks are accepted. Unfortunately, we are unable to accept credit cards or Canadian checks
- No-show charge: A \$40.00+tx fee (per room) will be added to the resident's bill if their guests do not show up for their reservation.
- A \$10 + tx fee (per room) will be added to the total bill for changes made to reservations within 5 days of the check-in date. This includes cancelling at the last minute but does not include staying extra days once checked in.
- Please respect others while staying in either the Oak Lodge or the Suites; quiet time is implemented at 10:00 PM.

## PROCESS:

The receptionist will check for availability. If there is availability, he/she will ask for your information, fill out the Sherwood Oaks room reservation form and enter it into the computer.