

POLICIES AND PROCEDURES

Department:	Policy #	Date Issued	Date Reviewed	Date Revised
Administration	OLR2014	10/7/14		
Subject : Holiday Reservations for Guest Rooms/Suites	Dept. Head:			Date:
	Approved:			Date:

POLICY: It is policy of Sherwood Oaks to equally distribute guest rooms and/or suites over holiday periods to residents.

PROCEDURE:

Guest rooms/suites may be reserved up to one year in advance of a holiday. Only **two** guest rooms may be reserved per resident/patio home within a *holiday week. If guest rooms are available and not reserved by another resident 7 days prior to the 1st day of occupancy, additional rooms may be reserved.

- *A holiday week is defined as two days prior to the holiday and two days after the holiday.
 - o Example - Christmas is December 25th: December 23rd – 27th would be considered a holiday week.

Holidays include: New Year’s Day, Valentine’s Day, Easter, Mother’s Day, Memorial Day, Father’s Day, July 4th, Labor Day, Thanksgiving & Christmas Day.

- 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 \$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.
- Exceptions will be made for memorial services.

PROCESS:

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