



## House Policy & Guidelines

It is the sole responsibility of the Guest who is signing the Guest Registration card to inform his/her roommates of our policies, rules and regulations. Should your other roommates be unhappy with a part or all of their stay, due to lack of communicating the policies as outlined below, it will not be recognized as the Holiday Inn Express Hotels & Suites' responsibility to rectify the matter.

**We are a NO TOLERANCE HOTEL.** Any guest who causes a disturbance, or refuses to follow the policies and guidelines set before them, will be warned ONCE. Should the situation persist, the GUEST WILL BE ASKED TO LEAVE THE HOTEL. If the guest does not comply, the LOCAL AUTHORITIES will be contacted. After the first warning, if the guest still does not comply then that guest will be asked to leave the hotel without a refund.

- Check-in time** is 3:00pm. Check out time in 11:00am
- Valid photo identification is required for all reservations.
- **Drinking Alcohol is prohibited in all Public Areas** including; in the hotel's Lobby, Hallways, Pool areas, and parking areas of the Holiday Inn Express and Suites Collingwood.
- **This hotel is 100% Smoke-Free.** Anyone found smoking anywhere in the hotel is subject to a \$200.00 fine per day, and risks possible removal from the property.
- **Excessive noise** from the hallways and rooms profoundly affects the comfort level of other guests in the hotel. Therefore, we request that guests not loiter in the hallways or staircases. If a guest continually affect the comforts level of others guests in and/or outside of their room, the security guard or the on-duty-manager is authorised to check out the guest after the second warning is issued. **"Mini-sticks"** and other toys or activities that have a tendency to produce abundant noise or disturbances are NOT permitted in the hotel. Likewise, horseplay will not be tolerated throughout the common areas.
- **Quiet Time starts at 10:30PM.** In order to serve you better, please be aware that our quiet hours are from 10:30pm until 7:00am to satisfy the expectation of a quiet night's sleep for all our guests. Any excess disturbance following a warning during the above mentioned time period will result in a \$50 charge to your room plus applicable taxes.
- For security purposes and to avoid accidental intrusion by other guests, as well as to prevent noise levels from transferring through hallways to other guest rooms, we request all guest room doors remain securely closed at all times.
- **Our hotel does not have Hospitality rooms. Congregations in guest rooms beyond the maximum capacity are both unsafe and illegal. The Breakfast area is not allowed to be used for dining, party or meetings.**
- **The Pool area** is opened daily from 9:00am to 10:00pm. Please note that a Life Guard is NOT on duty. Children MUST be accompanied by an adult. Strict adherence to pool rules required for use. Towels are available in the pool area. Please do not remove towels from your room for any reason.
- **The Fitness Center** is not a play room. It is available specifically for mature people who have a valid desire to exercise. Children under 16 are not permitted in the area, unless accompanied by an adult.

Group Contact Signature: \_\_\_\_\_

Date: \_\_\_\_\_