

GUEST SUITE POLICY

Initiating Body: Management

Board Approval Date: 01/22/2025

Purpose:

To assure available guest suites are managed effectively.

Policy:

A limited number of guest suites are available and can be reserved through the front desk. If the reservation is no longer needed, the front desk is notified by the resident to provide those on the waitlist with the opportunity to utilize the space. Additionally, an appropriate cancellation of a reservation will allow Housekeeping to prepare for the next guest.

Procedures:

- Upon making a reservation at the front desk or on the Laurelmead informational website, the resident(s) receive a reservation confirmation, as well as the cancellation policy.
- The cancellation policy is:
 - Reservations must be cancelled 24 hours prior to the reservation.
 - If the reservation is not cancelled by the specified time, the resident will be charged 50% of the rate for one night's stay in the guest suite.
 - Last-minute cancellations due to unforeseen circumstances will be reviewed by Administration on a case-by-case basis.
- The Facilities Coordinator is alerted when a reservation occurs by the Executive Assistant. Housekeeping will make sure the suite is clean and ready for occupancy.
- Once guests check out, Housekeeping is notified by reception to prepare the suite for the next guest.

Reporting requirements:

- Reception informs Administration of cancellations that are not within 24 hours of the reservation.
- Administration notifies the resident of the cancellation fee.
- Finance is informed and the cancellation fee is applied to the resident's next monthly bill.

BOD Approved 01/22/2025