



Memo

To: All Staff

From: Jose Nieves / Revenue Manager

Date: March 5, 2021

CC: Maritza Vicente / Human Resources`

Subject: Hotel Policy (Excluding Timeshare Members)

The purpose of this memo is to inform the new Hotel Policy. This policy *will not* apply to timeshare members.

Check In / Check Out Time

- Check In: Time: 4:00 p.m.
- Check Out: 11: 00 a.m.

Late Check Out / Early Check In (subject to availability)

- Late check out \$ 60.00 per hour after 11:00 am
- Early Check In \$ 60.00 per hour before 4:00 pm

Pet Policy

Only certified service animals are allowed with valid documentation. If a non-service animal is found in your room, you will be asked to relocate your pet to a local boarding facility and the appropriate charges starting at **\$150 USD** will be applied.

Parking Fee

- Self-Parking Fee \$12.00 plus taxes (11.5%)
- Per vehicle per night
- Maximum one vehicle per room
- Valet Parking is not available

Resort Fee

- 18% of the room rate plus tax (9%)
- Per room per night
- Includes: pool and beach towels, fitness center access, shower and change facilities, luggage storage, boarding pass printing, local phone calls, in-room safe, in room coffee, in room 2 bottles of water upon arrival, coin laundry facilities.

Máre St. Clair Hotel, 6165 Av. Isla Verde
Carolina, Puerto Rico, 00979



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Children / Infant

- 0-2 years old infant
- 3-17 years old children

Security Deposit For Incidental Charges:

Hotel requires a credit/debit card authorization of one hundred dollar **(\$100)** upon check-in for incidentals charges. This authorization is fully refundable upon check out and subject to any damage in the room and or any unpaid balance.

To allow a guest to charge things to their room using the room number for example, they must have a credit card on file. If the customer cannot provide a credit card a cash security deposit of two hundred and fifty **(\$250)** will be required per stay as a security deposit for incidental charges. The guest must be advised that room charges will not be allowed during their stay and a "no credit notice email" will be send to the food and beverage, housekeeping, front desk, and reservation department.

Cordially,

Jose Nieves

Revenue/Reservations Manager

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