

A. Cancellation & Refund Policy Manual

Document ID: GSH-POL-001

Last Updated: March 15, 2024

Applicable: All GSH properties unless specified

CANCELLATION POLICY:

1. Standard Rate Bookings:

- Free cancellation up to 48 hours before 3:00 PM local check-in time
- Cancellations within 48 hours: 100% of first night's stay + taxes
- No-show: Full stay charge + 15% penalty fee

2. Non-Refundable Rate Bookings:

- 100% non-refundable upon booking
- No modifications allowed
- Travel insurance recommended for these rates

3. Group Bookings (5+ rooms):

- Free cancellation up to 30 days prior to arrival
- 14-29 days: 50% of total stay
- 0-13 days: 100% non-refundable

4. Special Event Periods:

- New Year's Eve, Major Conferences, Holidays: 7-day cancellation required
- 50% deposit required at booking for these periods

REFUND PROCESSING:

1. Approved Refunds:

- Credit card refunds: 5-10 business days to original payment method
- Debit card refunds: 7-14 business days
- Third-party bookings (Expedia, [Booking.com](https://www.booking.com)): Must process through original booking channel

2. Refund Exceptions:

- Medical emergencies with documentation: 75% refund within cancellation window
- Flight cancellations: 50% refund if official airline documentation provided
- Natural disasters affecting travel: Case-by-case evaluation

CHANGE POLICY:

1. Date Modifications:

- Free changes up to 24 hours before arrival (subject to rate differences)
- Same-day changes: \$25 change fee + rate difference

2. Room Type Changes:

- Based on availability at time of request
- No fee if upgrading; downgrades may incur \$15 administrative fee

B. Fees & Charges Policy

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MANDATORY FEES:

1. Resort Fee (Applicable properties only):

- Urban Collection: \$35/night
- Resort Collection: \$45/night
- Luxury Collection: \$55/night
- Includes: Premium Wi-Fi, fitness center access, local calls, newspaper, 2 bottles water daily

2. Parking Fees:

- Self-parking: \$25-\$45/night depending on location
- Valet parking: \$45-\$65/night
- Electric vehicle charging: \$15/day additional

3. Early Check-in/Late Check-out:

- Early check-in (before 2 PM): \$50 if available
- Late check-out (after 12 PM):
 - Until 2 PM: \$25
 - Until 4 PM: \$50
 - After 4 PM: Full night's rate

OPTIONAL FEES:

1. Pet Fees:

- \$75 non-refundable cleaning fee per stay
- \$25 per night additional for extended stays
- Maximum 2 pets, 50 lbs each

2. Incidental Hold:

- \$50/night for standard rooms

- \$100/night for suites
- Released 3-5 business days after checkout

3. Damages:

- Smoking fee: \$250
- Lost key card: \$15
- Damage to room: Actual repair cost + \$50 administrative fee

C. Check-in/Check-out Policy

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Last Updated: March 1, 2024

CHECK-IN:

1. Standard Times:

- Check-in: 3:00 PM local time
- Minimum age: 21 years (18 in some states)
- Required: Valid photo ID, credit card in guest's name

2. Early Arrival Options:

- Baggage storage available from 8:00 AM
- Day-use room: 50% of nightly rate for use until 6:00 PM

3. Digital Check-in:

- Available via GSH app 24 hours before arrival
- Mobile key sent 2 hours before check-in time

CHECK-OUT:

1. Standard Times:

- Check-out: 11:00 AM local time
- Express check-out via app or TV system

2. Express Departure:

- Leave key in room
- Receipt emailed automatically
- Folio reviewed within 24 hours for accuracy

3. Bill Review:

- Guests may request folio review at front desk
- Disputes must be made within 48 hours of departure

D. Pet Policy

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ELIGIBLE PROPERTIES:

- 85% of GSH properties are pet-friendly
- Exclusions: Historic properties, some allergy-free floors

PET REQUIREMENTS:

1. Size & Quantity:

- Maximum 2 pets per room
- Weight limit: 50 lbs each
- Must be at least 6 months old

2. Documentation Required:

- Current vaccination records
- Emergency contact information
- Signed pet policy agreement

3. Restrictions:

- Pets cannot be left unattended in rooms
- Must be on leash in public areas
- Prohibited in dining areas, pool areas, fitness centers

AMENITIES PROVIDED:

- Pet bed and bowls upon request
- Welcome treat at check-in
- Nearby walking maps
- Pet-sitting services available (\$30/hour)