

**Pet Policy****#1.1**

Revised August, 2012

**POLICY:**

Policy revision is for new reservations placed on or greater than August 1, 2012 effective date.

This National Pet Policy is intended to create standardization between OCH, ExecuStay, OAM and Corporate Sales across the nation.

**Long Term (30+ days) Policy (OCH, ExecuStay, OAM)**

- Daily Pet Rent/Fee: \$4/day pet rent per pet
- One time \$400 non-refundable pet fee per pet
- Effective date 8/1/12

**Short Term Policy (OCH, ExecuStay, OAM)**

- Daily Pet Rent/Fee: \$10/day pet rent per pet
- No non-refundable fee
- Effective 8/1/12

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## Pet Requirements by Reservation Type #1.1.2

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### Long-Term Housing (30+ day stay) / OCH, ExecuStay, OAM:

Oakwood will collect a non-refundable, one-time fee of \$400.00 and an additional \$4 pet rent (fee) per day (per pet) if/when a guest brings a pet(s).

During the sales process, if/when the pet is identified within the Siebel Opportunity, the one time non refundable fee of \$400.00 will be applied to the reservation automatically.

The \$4.00 fee per day (per pet) is to be added using the appropriate method below;

- **UCH** = OLR/Siebel Amenities. The amenity must be added to the applicable reservation from the “Amenity” section of the Rate Quote page. Otherwise, the cost must be added manually into the OTIS Edit screen in the appropriate bucket based on financial responsibility. **Note**: When creating an amenity or adding to OTIS manually, the amount to set is \$120.00 which will bill to equal \$4.00 per day.
- **OAM** = Home Service package code “XPET” Pet Rent \$4.00 per day. The Home Service codes must be added to the applicable reservations from the “Local House Ware” section of the Rate Quote page. Otherwise, the package must be added within OTIS via the Home Service Order Entry screen.

The pet fee and daily pet rent will not cover damages; all pet related damages will be assessed and charged upon guest departure. This includes but is not limited to flea removal, odor removal, carpet damage etc.

### **Exceptions:**

Several corporate clients have been identified as exceptions, and approved to continue to pay the \$300.00 One Time Fee for multiple pets and pay no daily pet rent (fee).

To adjust the fee amount for an exception, use the Override feature and select the “Manager Discretion” reason. This Override will not require manager approval, but will be reflected on the Override report.

Account owners are to designate their corporate clients on the exception list, by entering a note in the Siebel “Account” tab within the “Comments” box describing the pet requirements for that particular client. AC’s are to view the Siebel Account tab when handling opportunities with a pet identified.

**Note:** If the opportunity may be “Lost” due to client push back on the pet fee, the AC is to work directly with the appropriate manager to determine if the \$300.00 can be offered. The pet fee is not to be waived all together without manager approval.

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**Pet Requirements by Reservation Type**


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**#1.1.3****Short Term Housing (less than 30 day stay) / OCH, ExecuStay, OAM:**

Oakwood will collect a daily \$10.00 pet rent (fee) per pet if/when a guest staying less than 30 days brings a pet(s).

The \$10.00 per day pet rent (per pet) is to be added using the appropriate method below;

**UCH** = OLR/Siebel Amenity. The amenity must be added to the applicable reservation from the “Amenity” section of the Rate Quote page. Otherwise, the cost must be added manually into the OTIS Edit screen in the appropriate bucket based on financial responsibility. **Note:** When creating an amenity or adding into OTIS manually, the amount to set is \$300.00 which will bill to equal \$10.00 per day.

**OAM** = Home Service package code “XPST” Pet Rent \$10.00 per day. The Home Service codes must be added to the applicable reservations from the “Local House Ware” section of the Rate Quote page. Otherwise, the package must be added within OTIS via the Home Service Order Entry screen.

The pet rent will not cover damages; all pet related damages will be assessed and charged upon guest departure. This includes but is not limited to flea removal, odor removal, carpet damage etc.

**Exceptions:**

Account owners are to designate their corporate clients on the exception list, by entering a note in the Siebel “Account” tab within the “Comments” box describing the pet requirements for that particular client (“no daily pet rent/fee”). AC’s are to view the Siebel Account tab when handling opportunities with a pet identified.

**Note:** If the opportunity may be “Lost” due to client push back on the daily pet fee (\$4.00 and/or \$10.00) the AC is to work directly with the appropriate manager to determine if the daily fee can be negotiated. The daily cost is not to be waived all together without manager approval.

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## Miscellaneous Policy Items

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## #1.1.4

### Service Animals

All properties must accept Service Animals with no deposit, fee or weight restriction. It is the guest's responsibility to notify Oakwood if their animal is a Service Animal. Therefore Associates are not to inquire whether it is a Pet vs. Service Animal.

- All properties must accept Service Animals
- All deposits and or fees are to be waived if the guest states their pet is a Service Animal
- We cannot require the guest provide a Certificate from the State verifying the Animals status as a Service Animal
- We cannot put a weight restriction on a Service Animal
- We cannot ask the nature of the Animal's Service

If the animal causes any damage to the grounds or apartment, the guest is liable for the cost of damages.

### OCH Housing Provider Pet Fees

This policy has no dependency upon what the sub-project/wholesaler charges OCH for pet deposits and/or fees. OCH is required to pay the housing provider their required deposits/fees plus any monthly pet rent when required, and pass only Oakwood's pet requirements onto the guest.

### Maintaining Property Profiles/Oakwood.com

It is imperative that Managers maintain their pet requirements within Property Profiles to ensure we offer a consistent presentation to our sales associates and customers during the sales process.

Managers are responsible to maintain the "Pets Allowed" section of Property Profiles to designate the allowable pet(s) and/or no pets allowed.

Managers are also responsible to maintain the information reflected within the "Pet Details" section.

The information contained within Pet Details will not be displayed on Oakwood.com and is for the Oakwood Associate to share with potential guests during the sales call.

Managers are not to include monetary pet fee, deposit or monthly rental amounts within this section.

## Policy Exceptions

## #1.1.5

Specific corporate client exceptions will require the AC to manually adjust the required Pet Fee within the reservation process. The exceptions as listed below are to be charged a one-time non refundable pet fee of \$300.00 and are excluded from paying the daily pet rent/fee.

Pet Policy Exceptions 8/16/12	
Company	Policy
ACS	\$300 one-time fee (NOT per pet), no rent
AIReS	\$300 one-time fee (NOT per pet), no rent
Altair	\$300 one-time fee (NOT per pet), no rent
AMN	\$300 one-time fee (NOT per pet), no rent
BoA	\$300 one-time fee (NOT per pet), no rent
BNY (Mellon)	\$300 one-time fee (NOT per pet), no rent
Bristol	\$300 one-time fee (NOT per pet), no rent
Brookfield	\$300 one-time fee (NOT per pet), no rent
Cartus	\$400 one-time fee (NOT per pet), no rent
Cornerstone	\$300 one-time fee (NOT per pet), no rent
Crown	\$400 one-time fee (NOT per pet), no rent
Darden	\$300 one-time fee (NOT per pet), no rent
Disney	\$300 one-time fee (NOT per pet), no rent
DoS	\$300 one-time fee (NOT per pet), no rent
Ernst & Young	\$300 one-time fee (NOT per pet), no rent
GMS	\$300 one-time fee (NOT per pet), no rent
Graebel	\$300 one-time fee (NOT per pet), no rent
HSR	\$300 one-time fee (NOT per pet), no rent
Lexicon	\$300 one-time fee (NOT per pet), no rent
Limited	\$300 one-time fee (NOT per pet), no rent

MI Group	\$400 one-time fee (NOT per pet), no rent
Nestle	\$300 one-time fee (NOT per pet), no rent
NuCompass	\$300 one-time fee (NOT per pet), no rent
OneSource	\$300 one-time fee (NOT per pet), no rent
Paragon	\$300 one-time fee (NOT per pet), no rent
Princess Cruises	\$300 one-time fee (NOT per pet), no rent
Plus Relo	\$300 one-time fee (NOT per pet), no rent
Sirva	\$300 one-time fee (NOT per pet), no rent
TRC	\$300 one-time fee (NOT per pet), no rent
Weichert Relo	\$300 one-time fee (NOT per pet), no rent