

Grand Luxury Palace

“Elevating Urban Indulgence”

Address: 123 Fifth Avenue, New York, NY 10003, USA

Contact: +1-555-0123 | info@grandluxurypalace.com | grandluxurypalace.com

I. Booking & Billing

- Confirmation:** Email with suite details, dates, and USD rate per night.
- Payments:** Visa, MasterCard, AmEx, Discover, Diners Club, UnionPay, and cash.
- Deposit:** 1 night’s rate due at booking; refundable if cancelled ≥24 hrs before check-in.
- Incidental Hold:** USD 100 on check-in; released 5–7 business days post-checkout.

II. Cancellation & No-Show

- Free Cancellation:** Until **24 hours** prior to check-in.
- Late Cancellation Fee:** 1 night’s stay.
- No-Show:** Charge of full reservation.
- Refund Window:** 5 business days to original method.

III. Arrival & Departure

Service	Time	Details
Standard Check-In	15:00	Early check-in from 12:00 for USD 50, subject to availability

Standard 11:00 Late check-out until 14:00 for USD 75
Check-Out

ID & Credit Card On Arr Government ID + original card

IV. Room Occupancy & Extras

- **Max:** 2 adults + 1 child under 12.
- **Extra Person:** USD 40/night for rollaway bed (incl. breakfast).
- **Guest Registration:** Name, nationality, DOB, address, email, phone.

V. Conduct & House Rules

- **Quiet Hours:** 22:00–07:00.
- **Smoking:** Only in the Club Lounge terrace. USD 250 cleaning fee for in-room smoking.
- **Pets:** Service animals only.
- **Prohibited:** Candles, personal cooking devices, narcotics.

VI. Amenities Overview

- **Breakfast:** 06:30–10:30 at “The Fifth” (buffet or à la carte; extra USD 25).
- **Pool & Spa:** 07:00–21:00 (guests 16+ only).
- **Fitness Center:** 24/7 access with room key.
- **Valet Parking:** USD 65/night.
- **Wi-Fi:** Complimentary standard; premium at USD 15/day.

VII. Damage & Liability

- Guests liable for any in-room damage or lost key replacement (USD 200).
- Report incidents to Guest Services immediately.
- Travel insurance recommended.

VIII. Safety & Health

- **Fire Exits:** Clearly marked; evacuation map in each corridor.
- **In-Room Safe:** Digital instructions included in welcome folder.
- **COVID-19 Measures:** Enhanced cleaning; sanitizer stations; masks upon request.

IX. Data Privacy

- Personal data used for reservations, billing, and marketing.
- Shared only with third-party service providers under NDA.
- Opt-out via email: privacy@grandluxurypalace.com.

X. Lost Property

- Report within 24 hrs to Lost & Found Office (Lobby level).
- Held 45 days; then donated/discarded.
- Shipping billed at cost.

XI. Force Majeure & Jurisdiction

- No liability for acts of God, strikes, or government actions.
- Disputes under New York State law, New York County courts.

XII. Emergency Numbers

- **Front Desk (24/7):** +1-555-0123 ext. 0
- **Police/Fire/Ambulance:** 911
- **Concierge:** ext. 10
- **Engineering/Maintenance:** ext. 20