

The Grand Horizon Hotel & Resort - Guest Policy Compendium

Effective Date: May 22, 2025

Welcome to The Grand Horizon Hotel & Resort!

We are delighted to have you as our guest. To ensure a pleasant, safe, and comfortable stay for all our patrons, we have established the following policies and guidelines. We kindly request your cooperation in adhering to these terms throughout your time with us. Should you have any questions or require clarification on any of the points below, please do not hesitate to contact our Front Desk or Guest Services.

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1. Reservations & Booking Confirmation

- **1.1. Booking Channels:** Reservations can be made directly with the hotel via our official website, telephone, or email, or through authorized third-party travel agencies and

booking platforms. Policies may vary slightly for bookings made through third-party channels; in such cases, the policies of the booking source may also apply in conjunction with these hotel policies.

- **1.2. Reservation Guarantee:** All reservations must be guaranteed with a valid major credit card. The credit card will be authorized at the time of booking or prior to arrival for an amount sufficient to cover the first night's stay or the full estimated cost of the stay, depending on the rate plan selected. For certain promotions or packages, full prepayment may be required at the time of booking and will be non-refundable.
- **1.3. Accurate Information:** Guests are responsible for providing accurate and complete information during the reservation process, including full legal name, contact telephone number, email address, and the correct number of adults and children accompanying the guest. Any discrepancies may lead to a modification of the reservation or, in some cases, cancellation.
- **1.4. Rate Confirmation:** Room rates are quoted per room, per night, and are subject to applicable taxes and service charges unless otherwise stated. Rates are confirmed at the time of booking and are generally based on the length of stay, number of occupants, and availability. Any modification to a reservation may result in a rate change.
- **1.5. Group Reservations:** Reservations for five (5) or more rooms are typically considered a group booking and may be subject to different deposit, cancellation, and attrition policies. Please contact our Group Sales department for specific terms and conditions.
- **1.6. Special Requests:** While we endeavor to accommodate all special requests (e.g., specific room location, bed type, adjoining rooms, accessibility features), these are subject to availability at the time of check-in and cannot be guaranteed in advance unless explicitly confirmed in writing by the hotel. Fees may apply for certain requests.

2. Check-In Procedures

- **2.1. Check-In Time:** Standard check-in time is 3:00 PM local time.
- **2.2. Early Check-In:** Requests for early check-in (before 3:00 PM) are subject to availability on the day of arrival. While we will make every effort to accommodate such requests, they cannot be guaranteed. An additional fee may apply for guaranteed early check-in, which must be arranged in advance. Guests arriving before their room is ready are welcome to store their luggage with our Bell Desk.
- **2.3. Identification:** All guests are required to present valid, government-issued photo identification (e.g., passport, driver's license, national ID card) upon check-in. For international guests, a valid passport and visa (if applicable) are required. The name on the identification must match the name on the reservation.
- **2.4. Registration Card:** All guests must complete and sign a guest registration card at check-in, confirming their personal details, length of stay, and acknowledging the hotel's policies.

- **2.5. Security Deposit/Authorization:** Upon check-in, the hotel requires a security deposit or credit card authorization for incidental charges. This is typically an amount per night in addition to the full room and tax charges for the entire stay.
 - For credit card payments, the card presented at check-in will be pre-authorized for the total amount of the stay plus an additional amount for incidentals. Any unused portion of this pre-authorization will be released by the hotel upon check-out. Please note that it may take several business days for your financial institution to reflect this release.
 - For cash payments (where accepted for room charges), the full accommodation cost plus a predetermined cash security deposit per night for incidentals will be required at check-in. The unused portion of the cash deposit will be refunded at check-out after verifying room status and any outstanding charges.
 - **2.6. Room Assignment:** Rooms are assigned based on availability of the requested room type. Specific room numbers cannot be guaranteed unless part of a pre-confirmed arrangement or package.
 - **2.7. Room Keys:** Guests will be issued room keys (electronic key cards) upon completion of the check-in process. For security reasons, lost or stolen keys should be reported to the Front Desk immediately. A fee may apply for replacement keys.
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3. Check-Out Procedures

- **3.1. Check-Out Time:** Standard check-out time is 11:00 AM local time.
- **3.2. Late Check-Out:** Requests for late check-out (after 11:00 AM) are subject to availability on the day of departure and must be requested in advance through the Front Desk.
 - Complimentary late check-out may be granted for a short period (e.g., up to 12:00 PM or 1:00 PM) based on availability.
 - Late check-out until 6:00 PM, if available, will typically incur a charge equivalent to 50% of the Best Available Rate for that night.
 - Check-outs after 6:00 PM, if available, will typically incur a charge equivalent to a full night's stay at the Best Available Rate.
 - Failure to vacate the room by the agreed-upon check-out time without prior authorization may result in additional charges and the hotel reserves the right to remove guest belongings from the room.
- **3.3. Express Check-Out:** For your convenience, an express check-out service may be available. Please inquire at the Front Desk. If you opt for express check-out, your account will be settled using the credit card on file, and a copy of your final bill will be emailed to you. Guests are responsible for verifying the accuracy of their bill.
- **3.4. Account Settlement:** All outstanding charges incurred during the stay must be settled in full upon check-out. This includes room charges, food and beverage, mini-bar, telephone calls, laundry, damages, and any other services utilized.
- **3.5. Room Key Return:** Please return your room keys to the Front Desk upon check-out.

- **3.6. Luggage Storage:** Luggage storage is available through the Bell Desk for guests who have checked out but wish to depart the hotel later in the day. This service is typically complimentary for the day of departure. The hotel is not liable for valuable items left in stored luggage.
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4. Payment Policies

- **4.1. Accepted Forms of Payment:** We accept major credit cards (Visa, MasterCard, American Express, Discover), debit cards, and cash (local currency). Personal checks are generally not accepted. For corporate accounts or pre-arranged billing, specific payment terms will apply as per the agreement.
 - **4.2. Currency:** All charges are processed in the local currency (please specify currency, e.g., USD, EUR, etc.). Currency exchange services may be available at the Front Desk or nearby, subject to prevailing exchange rates and service fees.
 - **4.3. Credit Card Pre-Authorization:** As mentioned in section 2.5, a pre-authorization will be placed on your credit card upon check-in. This is not a charge, but a temporary hold of funds. The final charges will be processed upon check-out, and any excess hold will be released. The time taken for the release to reflect on your statement is determined by your card issuer.
 - **4.4. Third-Party Payments:** If a guest's stay is being paid for by a third party (e.g., company, family member not present), a Credit Card Authorization Form must be completed and submitted to the hotel prior to the guest's arrival, along with a copy of the cardholder's photo ID and the front and back of the credit card. The hotel reserves the right to refuse third-party payments if the required documentation is not provided or if there are security concerns.
 - **4.5. Disputed Charges:** Any disputed charges on your final bill should be brought to the attention of the Front Desk or Management prior to departure, or in writing within seven (7) days of the check-out date. We will investigate all disputes thoroughly.
 - **4.6. Taxes and Service Charges:** All rates are subject to applicable government taxes (e.g., sales tax, occupancy tax, VAT) and may be subject to a hotel service charge. These will be itemized on your bill. Gratuities for exceptional service are at the guest's discretion unless a mandatory service charge is applied (e.g., for room service, banquets, or certain packages).
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5. Cancellation, No-Show, and Early Departure Policies

- **5.1. Standard Cancellation Policy:**
 - Reservations must typically be cancelled by 6:00 PM local hotel time, at least forty-eight (48) hours prior to the scheduled arrival date to avoid a cancellation penalty, unless otherwise specified in your rate plan or booking confirmation.

- Cancellations made within forty-eight (48) hours of scheduled arrival, or as per the specific terms of the rate booked, will result in a cancellation fee, usually equivalent to one (1) night's room charge plus applicable taxes.
 - **5.2. Non-Refundable Reservations:** Certain rates and packages are non-refundable and require full prepayment at the time of booking. No cancellations, modifications, or refunds are permitted for these reservations. This will be clearly indicated during the booking process.
 - **5.3. No-Show Policy:** If a guest does not arrive on the scheduled check-in date and has not cancelled their reservation in accordance with the applicable cancellation policy, it will be considered a "No-Show."
 - For guaranteed reservations, a No-Show fee equivalent to one (1) night's room charge plus applicable taxes (or the full amount for non-refundable bookings) will be charged to the credit card on file.
 - The remainder of the reservation (if for multiple nights) will be automatically cancelled unless the hotel is contacted by the guest to reinstate the booking, subject to availability and potential rate changes.
 - **5.4. Early Departure Policy:** If a guest checks out prior to their confirmed departure date, an early departure fee may apply. This fee is typically equivalent to one (1) night's room charge plus applicable taxes, or may vary depending on the terms of the rate plan booked. Guests are advised to inform the Front Desk as soon as possible if their travel plans change. Some rates, particularly promotional or discounted rates, may not permit early departure without forfeiture of the full cost of the booked stay.
 - **5.5. Group Cancellation Policy:** Group bookings are subject to specific cancellation terms outlined in the group contract.
 - **5.6. Modifications:** Reservation modifications (e.g., change of dates, room type, number of guests) are subject to availability and may result in a rate change. Modifications may also be subject to the cancellation policy if made within the penalty period.
 - **5.7. Force Majeure:** The hotel shall not be liable for failure to perform its obligations if such failure is as a result of Acts of God (e.g., earthquake, flood, fire, storm), war, insurrection, pandemic, government restrictions, or other causes beyond its reasonable control. In such events, the hotel may, at its discretion, waive or modify cancellation fees, though this is not guaranteed.
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6. Room Occupancy & Guest Registration

- **6.1. Maximum Occupancy:** Each room type has a maximum occupancy limit. This limit is determined by local fire safety regulations and hotel policy. Exceeding the maximum occupancy is not permitted.
 - Standard King Room: Typically 2 persons.
 - Standard Double/Queen Room: Typically up to 4 persons (2 adults, 2 children, or as specified).
 - Suites: Occupancy varies by suite type; please confirm at the time of booking.

- **6.2. Extra Person Fees:** Room rates are generally based on single or double occupancy. An additional charge will apply for each extra adult occupant beyond the standard occupancy, up to the maximum permitted for the room type. Children under a certain age (e.g., 12 years) may stay free when sharing a room with an adult and using existing bedding, subject to room type limitations. This will be specified at the time of booking.
 - **6.3. Rollaway Beds & Cribs:** Rollaway beds and cribs are available upon request and are subject to availability. Fees may apply for rollaway beds. Cribs are generally provided complimentary. Not all room types can accommodate rollaway beds due to space and safety regulations.
 - **6.4. Registration of All Guests:** All individuals staying in a guest room must be registered with the Front Desk, and their names must appear on the reservation. This is for safety, security, and regulatory purposes. Unregistered guests are not permitted to stay overnight.
 - **6.5. Minimum Age for Occupants:** The primary registered guest for each room must be at least eighteen (18) or twenty-one (21) years of age (please specify your hotel's requirement) and must be present for the duration of the stay. Valid photo identification will be required.
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7. Guest Conduct & Noise Policy

- **7.1. Respectful Behavior:** All guests are expected to conduct themselves in a respectful and orderly manner, and to be considerate of other guests, hotel staff, and hotel property. Any behavior deemed disruptive, abusive, or inappropriate by hotel management may result in eviction without refund.
- **7.2. Noise Policy & Quiet Hours:** To ensure a peaceful environment for all guests, quiet hours are enforced from 10:00 PM to 8:00 AM daily. During this time, guests are requested to keep noise levels to a minimum.
 - Excessive noise, loud music, parties, or any other disturbances are not permitted in guest rooms or public areas at any time.
 - The hotel reserves the right to contact guests who are causing a disturbance. If the disturbance continues after a warning, the guest(s) may be asked to leave the hotel without refund.
- **7.3. Parties & Gatherings:** Parties or large gatherings in guest rooms are strictly prohibited without prior written authorization from hotel management. The number of individuals in a guest room should not exceed the maximum occupancy for that room type plus a reasonable number of temporary visitors (see Section 19: Visitors Policy).
- **7.4. Illegal Activities:** Engaging in any illegal activities, including but not limited to the use, possession, or distribution of illegal drugs or substances, prostitution, or gambling, is strictly prohibited on hotel premises. Such activities will be reported to law enforcement, and guests involved will be immediately evicted without refund.
- **7.5. Harassment:** Harassment of any kind, whether directed at other guests or hotel staff, will not be tolerated. This includes verbal, physical, or sexual harassment.

- **7.6. Solicitation:** Solicitation or commercial activity by guests is not permitted on hotel property without prior written consent from hotel management.
 - **7.7. Compliance with Staff Instructions:** Guests must comply with reasonable requests and instructions from hotel staff, particularly those related to safety, security, and the well-being of other guests.
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8. Smoking Policy

- **8.1. Non-Smoking Property:** The Grand Horizon Hotel & Resort is a 100% smoke-free property. Smoking, including the use of e-cigarettes, vapes, cigars, pipes, and any other smoke-producing products, is strictly prohibited in all guest rooms, suites, balconies, patios, corridors, lobbies, restaurants, bars, meeting rooms, pool areas, and all other indoor and enclosed public areas.
 - **8.2. Designated Smoking Areas:** For guests who wish to smoke, designated outdoor smoking areas are available. Please inquire at the Front Desk for the locations of these areas. Smoking is only permitted in these specifically designated zones.
 - **8.3. Cleaning Fee for Smoking in Non-Designated Areas:** A significant cleaning fee (e.g., \$250 - \$500, please specify amount) will be charged to the registered guest(s) if evidence of smoking is found in a non-smoking area, including guest rooms. This fee covers the cost of deep cleaning, deodorizing, and potential loss of revenue due to the room being out of service.
 - **8.4. Tampering with Smoke Detectors:** Tampering with, disabling, or covering smoke detectors or any fire safety equipment in guest rooms or public areas is strictly prohibited and is a serious safety violation. Guests found to have tampered with such equipment will be subject to immediate eviction, potential fines, and liability for any damages or costs incurred.
 - **8.5. Marijuana:** The smoking or consumption of marijuana (cannabis) is prohibited on all hotel premises, regardless of local legalization status, except where explicitly permitted by law for medical purposes and with prior notification and agreement with hotel management regarding odor mitigation. Even where legally permissible, smoking marijuana is subject to the same restrictions as tobacco smoking (i.e., only in designated outdoor areas, if any are provided for such use).
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9. Pet Policy

- **9.1. Pets Permitted:** We welcome well-behaved domestic pets (dogs and cats only, or specify other limitations) under certain conditions. Other types of animals are not permitted.
- **9.2. Pet Fee:** A non-refundable pet fee of [Specify Amount, e.g., \$50 per pet, per night, or \$100 per stay] will be charged to your room account. This fee is for general cleaning and does not cover damages caused by the pet.

- **9.3. Size/Weight Limit:** There may be a size or weight limit for pets (e.g., maximum 50 lbs / 22 kg). Please confirm at the time of booking. The hotel reserves the right to refuse accommodation to pets exceeding these limits or pets deemed aggressive or disruptive.
- **9.4. Number of Pets:** A maximum of [Specify Number, e.g., one or two] pets are allowed per guest room.
- **9.5. Pet Registration:** All pets must be declared at the time of reservation and registered at check-in.
- **9.6. Leash and Control:** Pets must be kept on a leash or in a carrier at all times when outside the guest room and in public areas of the hotel. Pets are not permitted in food and beverage outlets, pool areas, fitness centers, or other designated non-pet areas (except for service animals).
- **9.7. Unattended Pets:** Pets must not be left unattended in guest rooms for extended periods. If a pet is left unattended and is causing a disturbance (e.g., barking), the hotel reserves the right to contact the guest or, in exceptional circumstances, Animal Control. Guests are responsible for any noise complaints.
- **9.8. Housekeeping:** For the safety and comfort of our staff and your pet, housekeeping services will only be provided if the pet is not present in the room or is securely crated. Please arrange a convenient time for room cleaning with the Front Desk.
- **9.9. Pet Waste:** Guests are responsible for cleaning up after their pets on hotel grounds and in designated pet relief areas. Waste disposal bags and receptacles may be provided.
- **9.10. Damage Caused by Pets:** Guests are fully responsible for any damage or soiling caused by their pets to hotel property, including but not limited to furniture, carpets, and linens. The cost of repair or replacement will be charged to the guest's account. An additional deep cleaning fee may apply if necessary.
- **9.11. Disruptive Pets:** If a pet becomes aggressive, overly noisy, or disruptive to other guests, the hotel reserves the right to request that the pet be removed from the premises or, if the guest is unable to comply, to terminate the guest's stay without refund.
- **9.12. Service Animals:** Qualified service animals, as defined by applicable local laws (e.g., ADA in the United States), that are trained to perform a specific task for an individual with a disability are welcome and are generally exempt from pet fees. Emotional support animals, comfort animals, and therapy animals are not considered service animals under these definitions and are subject to the standard pet policy and fees. Guests with service animals may be asked to confirm the tasks the animal is trained to perform. Service animals must be under the control of their handler at all times and typically must not be left unattended.

10. Minors Policy

- **10.1. Registration:** Individuals under the age of [Specify: 18 or 21] are considered minors. Minors must be accompanied by a parent, legal guardian, or an authorized adult (with written permission from the parent/guardian) for the duration of their stay. The

accompanying adult must be registered as the primary guest and is responsible for the conduct of the minor(s).

- **10.2. Unaccompanied Minors:** The hotel does not generally permit unaccompanied minors to check in or stay. Exceptions may be considered on a case-by-case basis for specific circumstances (e.g., group bookings with designated chaperones) and require prior written authorization from hotel management and the minor's parent/legal guardian.
 - **10.3. Child Safety:** Parents and guardians are solely responsible for the safety and supervision of their children at all times while on hotel premises, including in guest rooms, swimming pools, fitness centers, and other public areas.
 - **10.4. Children in Public Areas:** Children should not be left unattended in any public areas of the hotel, including lobbies, corridors, or elevators.
 - **10.5. Use of Amenities by Minors:**
 - **Swimming Pool/Whirlpool:** Minors under a certain age (e.g., 16 years) must be accompanied and supervised by a responsible adult when using the swimming pool or whirlpool. Age restrictions for unsupervised use will be posted. Infants and toddlers requiring diapers must wear swim diapers in the pool.
 - **Fitness Center:** The fitness center is generally for use by guests aged [Specify: 16 or 18] and older. Minors below this age are typically not permitted, even with adult supervision, due to safety concerns related to equipment.
 - **Bars/Lounges:** Minors are not permitted in bar or lounge areas where alcohol is served, in accordance with local liquor laws.
 - **10.6. Babysitting Services:** Babysitting services may be available through our Concierge or a recommended third-party provider. Fees and advance booking are typically required. The hotel acts only as a referral service and is not liable for the services provided by third-party babysitters.
 - **10.7. Curfew:** While the hotel does not impose a specific curfew, minors are expected to be in their rooms or under the direct supervision of their accompanying adult during quiet hours (10:00 PM to 8:00 AM).
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11. Health, Safety, and Security

- **11.1. Guest Responsibility:** Guests are responsible for their own safety and security and that of their belongings. The hotel implements various security measures, but guests should take reasonable precautions.
- **11.2. Room Doors & Locks:** Please ensure your guest room door is securely closed and locked when entering or leaving your room. Utilize all provided locking mechanisms, including deadbolts and security latches.
- **11.3. Valuables:** In-room safes are provided for your convenience to store small valuables. The hotel is not liable for the loss of money or valuables left in guest rooms, public areas, or unsecured in the in-room safe, except as stipulated by applicable local innkeeper's liability laws. For very valuable items, please inquire about safe deposit boxes at the Front Desk, if available.

- **11.4. Suspicious Activity:** Please report any suspicious persons or activities to hotel security or the Front Desk immediately.
 - **11.5. Fire Safety:** Please familiarize yourself with the fire safety instructions and emergency exit routes posted in your room and on each floor. In the event of a fire alarm:
 - Remain calm.
 - Feel the door with the back of your hand. If it is hot, do not open it. Seal the door with wet towels and call the Front Desk or emergency services, providing your room number.
 - If the door is not hot, open it slowly and check the corridor. If it is clear, proceed to the nearest emergency exit.
 - Do NOT use elevators during a fire alarm. Use stairwells.
 - If you encounter smoke, stay low to the ground.
 - **11.6. Prohibited Items:** The following items are strictly prohibited on hotel premises:
 - Firearms, weapons of any kind (including replicas or toys that resemble weapons), ammunition, and explosives.
 - Illegal drugs or substances.
 - Flammable liquids, hazardous chemicals, or any items that may pose a fire risk (e.g., candles, incense, portable cooking appliances not provided by the hotel).
 - Items that produce strong or offensive odors.
 - Drones (without prior written permission and adherence to specific guidelines).
 - **11.7. Personal Electrical Appliances:** The use of personal cooking appliances (e.g., hot plates, rice cookers, toasters) is not permitted in guest rooms due to fire safety regulations, unless the room is specifically equipped with a kitchenette and such appliances. Personal grooming appliances (e.g., hair dryers, curling irons) should be used with care and unplugged when not in use.
 - **11.8. Balconies and Windows:** For your safety, do not lean over, sit on, or climb on balcony railings or window ledges. Do not throw any items from balconies or windows. Keep balcony doors and windows closed and locked when not in the room or during inclement weather. Children should be supervised at all times on balconies.
 - **11.9. Health Concerns:** If you are feeling unwell or require medical assistance, please contact the Front Desk. They can assist with contacting local medical services or providing information on nearby clinics or pharmacies. Guests are responsible for their own medical expenses.
 - **11.10. Contagious Illnesses:** Guests who are experiencing symptoms of a contagious illness are kindly requested to minimize contact with other guests and staff, and to inform the Front Desk so that appropriate measures can be considered in consultation with health guidelines.
 - **11.11. First Aid:** Basic first aid supplies may be available at the Front Desk. For serious injuries, emergency medical services will be contacted.
 - **11.12. Security Personnel:** The hotel may have security personnel on duty. They are available to assist with security concerns.
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12. Use of Hotel Amenities & Facilities

- **12.1. General Use:** Hotel amenities and facilities (e.g., swimming pool, fitness center, business center, spa, restaurants, lounges) are for the exclusive use of registered hotel guests, unless otherwise specified (e.g., public restaurants, spa services open to non-guests).
- **12.2. Hours of Operation:** Hours of operation for all facilities are posted and are subject to change without prior notice. Please check with the Front Desk or Concierge for current schedules.
- **12.3. Adherence to Rules:** Guests must adhere to all posted rules and regulations for each specific facility. Failure to do so may result in denial of access or use.
- **12.4. Swimming Pool & Whirlpool:**
 - Use the pool and whirlpool at your own risk. No lifeguard may be on duty.
 - Observe all posted pool rules, including those regarding diving, running, and glassware.
 - Children under a specified age (e.g., 16) must be accompanied and supervised by a responsible adult.
 - Proper swimwear is required.
 - Shower before entering the pool or whirlpool.
 - Individuals with open wounds, skin infections, or contagious diseases should not use the pool or whirlpool.
 - Food and beverages from outside the hotel are generally not permitted in the pool area. Hotel-provided F&B may be allowed in designated areas.
 - Pool towels are provided and should be returned after use. They are not to be taken from the pool area or used as room towels.
- **12.5. Fitness Center:**
 - Use fitness equipment at your own risk.
 - Guests must be of a minimum age (e.g., 16 or 18) to use the fitness center.
 - Proper athletic attire and footwear are required.
 - Wipe down equipment after use with provided sanitary wipes.
 - Limit time on cardiovascular equipment during peak hours if others are waiting.
 - Report any malfunctioning equipment to hotel staff.
- **12.6. Business Center:**
 - The business center provides computers, printers, and other services. Fees may apply for certain services (e.g., printing, faxing).
 - Please be considerate of other users and limit your time if others are waiting.
 - Do not download or install unauthorized software.
- **12.7. Spa Services:**
 - Spa treatments are by appointment and subject to availability. Cancellation policies apply.
 - Please arrive on time for your appointment. Late arrivals may result in a shortened treatment time.
 - Inform your therapist of any health conditions, allergies, or concerns before your treatment.

- **12.8. Children's Play Area (if applicable):**
 - The children's play area is for use by children within the specified age range.
 - Parental supervision is required at all times. The hotel is not responsible for supervising children.
 - Follow all posted rules for safety and hygiene.
 - **12.9. Lounges & Common Areas:** Please be considerate of other guests when using lounges and common areas. Keep noise levels reasonable and maintain cleanliness. Furniture should not be rearranged.
 - **12.10. Equipment Rental (if applicable):** If the hotel offers rental equipment (e.g., bicycles, sports equipment), guests are responsible for the safe use and timely return of such equipment. Damage or loss fees may apply.
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13. Food & Beverage Policy

- **13.1. Hotel Outlets:** The hotel offers various food and beverage outlets (restaurants, bars, cafes, room service). We encourage guests to patronize these facilities.
- **13.2. Outside Food & Beverage:**
 - Generally, guests are not permitted to bring outside food or beverages (especially alcoholic beverages) for consumption in the hotel's public areas, including restaurants, bars, lobbies, pool areas, or meeting rooms, due to licensing, health, and safety regulations.
 - Limited outside food and non-alcoholic beverages for personal consumption within your guest room are typically acceptable. However, the hotel reserves the right to restrict excessive amounts or items that may cause odor, mess, or pest issues.
 - Ordering food for delivery from outside establishments to be consumed in public areas is not permitted. Delivery to guest rooms may be allowed but check with the Front Desk.
 - Cooking in guest rooms using personal appliances is prohibited (see Section 11.7), except in rooms specifically equipped with kitchenettes.
- **13.3. Minibar:** Guest rooms may be equipped with a minibar. Minibar items consumed will be charged to your room account. A price list is provided. Please do not store personal items in the minibar if it is sensor-activated, as this may result in charges.
- **13.4. Room Service:** Room service is available during specified hours. A menu is provided in your room. Service charges and taxes will apply.
- **13.5. Alcohol Policy:**
 - Alcoholic beverages will not be served to individuals under the legal drinking age (please specify age, e.g., 21 in the USA). Valid photo ID may be required.
 - The hotel reserves the right to refuse alcohol service to any guest who appears intoxicated or is behaving in a disorderly manner.
 - Alcohol purchased outside the hotel is generally not permitted in licensed public areas. Corkage fees may apply if guests wish to consume their own wine in hotel restaurants, subject to management approval.

- **13.6. Dress Code:** Some of our restaurants or bars may have a smart casual or formal dress code, particularly in the evenings. Please inquire for details. Bare feet and swimwear are generally not permitted in indoor dining areas.
 - **13.7. Reservations for Dining:** Reservations are recommended for our fine dining restaurants, especially during peak seasons or weekends.
 - **13.8. Food Allergies & Dietary Restrictions:** Please inform our food and beverage staff of any food allergies or dietary restrictions you may have when ordering. While we take precautions, we cannot guarantee a completely allergen-free environment.
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14. Parking Policy

- **14.1. Parking Availability:** On-site parking is available for registered hotel guests. Parking may be self-park or valet, or a combination. Availability may be limited.
 - **14.2. Parking Fees:** A daily or nightly parking fee may apply. This fee will be communicated at the time of booking or check-in and will be added to your room account.
 - Self-Parking Fee: [Specify Amount, if applicable]
 - Valet Parking Fee: [Specify Amount, if applicable]
 - **14.3. Parking Regulations:**
 - Vehicles must be parked in designated parking areas only. Parking in fire lanes, loading zones, or unauthorized spaces is prohibited and may result in towing at the owner's expense.
 - Display any required parking permits or tags clearly in your vehicle.
 - The hotel is not responsible for theft, loss, or damage to vehicles parked on hotel property, or to any items left inside vehicles. Park at your own risk.
 - Lock your vehicle and do not leave valuables visible.
 - **14.4. Vehicle Size Restrictions:** There may be height or length restrictions for oversized vehicles (e.g., RVs, buses, trailers). Please contact the hotel in advance if you have an oversized vehicle.
 - **14.5. Electric Vehicle (EV) Charging:** EV charging stations may be available. Fees and usage rules may apply.
 - **14.6. Visitor Parking:** Limited parking for non-guest visitors may be available, potentially with a separate fee structure.
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15. Lost & Found

- **15.1. Reporting Lost Items:** If you believe you have lost an item, please contact the Front Desk or Housekeeping department immediately with a detailed description of the item and where you believe it may have been left.
- **15.2. Found Items:** All items found on hotel premises will be logged and stored in our Lost & Found.

- **15.3. Claiming Items:** To claim a found item, you will need to provide a detailed description of the item and proof of ownership or identification.
 - **15.4. Holding Period:** Found items will be held for a specific period (e.g., 30 days, 60 days, 90 days – please specify). Items not claimed within this period will be disposed of, donated to charity, or handled in accordance with local regulations. Perishable items will be disposed of more quickly.
 - **15.5. Shipping of Found Items:** If a guest requests a found item to be shipped to them, the guest will be responsible for all shipping, handling, and insurance costs. The hotel will assist in arranging shipment via a designated courier service once payment for shipping is received.
 - **15.6. Hotel Liability:** The hotel is not responsible for items lost or stolen during a guest's stay, unless such loss is due to the gross negligence of the hotel. Guests are encouraged to use in-room safes for valuables. For items lost in transit or by third-party services arranged by the hotel (e.g., taxis, tour operators), guests should contact those services directly.
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16. Damages to Hotel Property

- **16.1. Guest Responsibility:** Guests are responsible for any damage caused to the hotel room, furnishings, fixtures, equipment, or any other hotel property by themselves, their children, their pets (if applicable), or their visitors.
- **16.2. Reporting Damage:** Guests should report any accidental damage to hotel property to the Front Desk immediately.
- **16.3. Assessment of Damage:** The hotel reserves the right to assess the extent of the damage and the cost of repair or replacement. This assessment will be fair and reasonable.
- **16.4. Charges for Damage:** The cost of repairing or replacing damaged items, including any labor costs and loss of revenue if the room is rendered unserviceable, will be charged to the registered guest's account. This may include, but is not limited to:
 - Stains on carpets, upholstery, or linens that require specialized cleaning or replacement.
 - Broken furniture, fixtures, or glassware.
 - Damage to walls, doors, or windows.
 - Damage to or loss of electronic equipment, remote controls, or other in-room amenities.
- **16.5. Pre-Existing Damage:** Guests are encouraged to report any pre-existing damage in their room to the Front Desk shortly after check-in to avoid potential liability.
- **16.6. Removal of Hotel Property:** Removing hotel property (e.g., towels, linens, robes, artwork, electronics) from the guest rooms or premises without authorization is considered theft and will result in charges for the replacement cost of the item(s) and may lead to further action. Certain items (e.g., some amenity products) are intended for guest use and takeaway; if unsure, please ask.

17. Environmental Policy

- **17.1. Our Commitment:** The Grand Horizon Hotel & Resort is committed to environmental sustainability and minimizing our ecological footprint. We encourage our guests to partner with us in these efforts.
- **17.2. Linen & Towel Reuse Program:** To conserve water and reduce detergent use, we offer a linen and towel reuse program.
 - Towels: Please hang up towels you wish to reuse. Place towels on the floor or in the bathtub/shower if you would like them replaced.
 - Linens: Bed linens are typically changed every [Specify: e.g., third day] of your stay for longer stays, or upon request. If you would like your linens changed daily, please inform the Front Desk or place the designated card on your bed.
- **17.3. Energy Conservation:** Please help us conserve energy by:
 - Turning off lights when leaving your room.
 - Adjusting the thermostat to a moderate temperature when the room is unoccupied or when you are sleeping.
 - Closing windows and balcony doors when the air conditioning or heating is on.
- **17.4. Water Conservation:** Please be mindful of water usage. Report any leaking taps or toilets to Housekeeping or the Front Desk immediately.
- **17.5. Recycling:** Recycling bins for paper, plastic, glass, and metal may be provided in guest rooms or in designated areas of the hotel. Please use them accordingly.
- **17.6. Waste Reduction:** We strive to reduce waste through various initiatives. We appreciate your support in minimizing waste.
- **17.7. Sustainable Practices:** The hotel may employ other sustainable practices, such as using energy-efficient lighting, water-saving fixtures, locally sourced food products, and eco-friendly cleaning supplies.

18. Wi-Fi & Internet Usage

- **18.1. Availability:** Complimentary or paid Wi-Fi internet access is available to registered guests throughout the hotel [Specify if complimentary or if there are tiers/fees]. Access details will be provided at check-in.
- **18.2. Acceptable Use:** Use of the hotel's internet service is subject to an acceptable use policy. Guests agree not to use the internet service for any illegal, unethical, or malicious activities, including but not limited to:
 - Downloading or distributing copyrighted material without authorization.
 - Accessing or distributing offensive, pornographic, or illegal content.
 - Transmitting viruses, malware, or engaging in hacking or phishing activities.
 - Sending spam or unsolicited commercial emails.
 - Harassing or threatening others.
 - Activities that disrupt the network or service for other users.

- **18.3. Security:** While the hotel provides internet access, guests are responsible for the security of their own devices and data. We recommend using a personal firewall and up-to-date antivirus software. The hotel's network is not inherently secure, and guests use it at their own risk. Do not transmit sensitive personal information (e.g., credit card numbers, passwords) over an unsecured network unless the website is secure (HTTPS).
 - **18.4. Bandwidth:** The hotel endeavors to provide adequate bandwidth for all guests. However, excessive use of bandwidth by any single user, particularly for activities like large file sharing or streaming high-definition video for extended periods, may be throttled or restricted to ensure fair access for all.
 - **18.5. Service Limitations:** The hotel does not guarantee uninterrupted or error-free internet service. Service may be subject to maintenance, outages, or limitations beyond our control. No refunds or compensation will be provided for service interruptions.
 - **18.6. Monitoring:** The hotel reserves the right to monitor network traffic for security and operational purposes, in accordance with applicable privacy laws.
 - **18.7. Technical Support:** Limited technical support for connecting to the Wi-Fi network may be available. The hotel is not responsible for configuring guest devices or troubleshooting issues unrelated to the hotel's network infrastructure.
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19. Visitors Policy

- **19.1. Registered Guests Only Overnight:** Only guests registered with the Front Desk are permitted to stay overnight in guest rooms.
- **19.2. Visitor Registration:** For security purposes, visitors of registered guests may be required to register at the Front Desk and present photo identification, especially if accessing guest room floors or staying for an extended period during the day.
- **19.3. Visitor Hours:** Visitors are generally welcome in guest rooms during reasonable hours (e.g., 9:00 AM to 10:00 PM). After 10:00 PM (or the start of quiet hours), non-registered individuals are typically not permitted in guest rooms and may be asked to leave.
- **19.4. Responsibility for Visitors:** Registered guests are responsible for the conduct of their visitors at all times while on hotel premises. Any breach of hotel policy by a visitor will be considered a breach by the registered guest.
- **19.5. Number of Visitors:** The number of visitors in a guest room at any one time should be reasonable and should not cause disturbance or exceed the room's capacity to a point where it becomes a party or gathering (see Section 7.3).
- **19.6. Use of Amenities by Visitors:** Hotel amenities such as the swimming pool and fitness center are generally for the exclusive use of registered guests. Visitors may not be permitted to use these facilities unless accompanied by a registered guest and if permitted by specific facility rules (fees may apply).
- **19.7. Right to Refuse Entry:** The hotel reserves the right to refuse entry to any visitor or to ask a visitor to leave the premises if their conduct is deemed inappropriate, disruptive, or a threat to safety or security.

20. Special Requests

- **20.1. Accommodation of Requests:** The hotel will make every reasonable effort to accommodate special requests from guests, such as specific room locations (e.g., high floor, near elevator), bed types (e.g., king, twin), adjoining rooms, feather-free rooms, or requests for items like extra pillows, blankets, or toiletries.
- **20.2. Subject to Availability:** All special requests are subject to availability at the time of check-in and cannot be guaranteed in advance unless explicitly confirmed in writing as part of a specific package or rate plan.
- **20.3. Notification:** Please make special requests at the time of booking or as far in advance as possible. You can also reconfirm your requests with the Front Desk upon arrival.
- **20.4. Accessibility Needs:** We offer accessible rooms and features for guests with disabilities. Please specify your accessibility requirements at the time of booking to ensure we can best meet your needs. This may include requests for roll-in showers, grab bars, visual alarms, etc.
- **20.5. Medical Equipment:** If you require storage for medication (e.g., refrigeration) or need to use personal medical equipment, please inform the hotel in advance so that appropriate arrangements can be discussed.
- **20.6. Fees:** Some special requests may incur additional fees (e.g., rollaway beds, certain upgraded amenities). Any applicable fees will be communicated to you.

21. Photography & Videography

- **21.1. Personal Use:** Guests are welcome to take photographs and videos for personal, non-commercial use on hotel premises.
- **21.2. Commercial Photography/Videography:** Any commercial photography, videography, or professional photoshoots (including for social media influencers if for promotional or commercial gain) on hotel property require prior written permission from hotel management. Fees and specific terms and conditions may apply. Unauthorized commercial photography is strictly prohibited.
- **21.3. Privacy of Others:** When taking photographs or videos, guests must respect the privacy of other guests and hotel staff. Do not photograph or film other individuals without their explicit consent.
- **21.4. Restricted Areas:** Photography and videography may be restricted in certain areas of the hotel for security, privacy, or operational reasons (e.g., back-of-house areas, spa treatment rooms during treatments, security checkpoints).
- **21.5. Drones:** The use of drones on or over hotel property is strictly prohibited without prior written authorization from hotel management, proof of insurance, and adherence to all local aviation regulations.

- **21.6. Hotel's Right to Use Images:** The hotel may occasionally conduct its own photography or videography for promotional purposes. Signage will be posted if such activities are taking place in public areas. Your presence in these areas may be construed as consent to be included in such images. If you have concerns, please speak to hotel staff.
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22. Emergency Procedures

- **22.1. Fire Safety:** Please familiarize yourself with the fire alarm sound, emergency exit routes, and the location of fire extinguishers. Evacuation plans are posted in your room and in common areas. In case of fire, do NOT use elevators.
 - **22.2. Medical Emergencies:** For medical emergencies, please contact the Front Desk (dial '0' or the designated emergency button on your room phone) or dial the local emergency number directly (e.g., 911 in the USA, 112 in Europe). Provide your name, room number, and the nature of the emergency.
 - **22.3. Security Emergencies:** For security threats or concerns, contact the Front Desk or hotel security immediately.
 - **22.4. Natural Disasters/Other Emergencies:** In the event of a natural disaster (e.g., earthquake, hurricane, tornado) or other major emergencies, please follow instructions from hotel staff and local authorities. Information and guidance will be provided through the hotel's communication channels (e.g., public address system, in-room television, staff announcements).
 - **22.5. Assembly Points:** Designated emergency assembly points may be established. Familiarize yourself with their locations if indicated on safety diagrams or by staff.
 - **22.6. Personal Emergency Plan:** Guests with specific medical conditions or mobility issues that might require assistance in an emergency should inform the Front Desk upon check-in so that we can be aware and assist as appropriate and possible.
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23. Liability & Disclaimers

- **23.1. Innkeeper's Liability:** The hotel's liability for loss or damage to guest property is governed by applicable local and state/national innkeeper's laws. These laws may limit the hotel's liability. In-room safes are provided, and use is encouraged. The hotel is generally not liable for valuables unless deposited with the Front Desk for safekeeping in a hotel safe, and then only up to the limits prescribed by law.
- **23.2. Personal Injury:** The hotel is not liable for personal injury to guests unless caused by the gross negligence or willful misconduct of the hotel or its employees. Guests assume all risks associated with the use of hotel facilities and amenities.
- **23.3. Third-Party Services:** The hotel may provide information about or assist in arranging third-party services (e.g., tours, transportation, babysitting). However, the hotel

is not liable for the acts, omissions, or services of these third-party providers. Any contracts for such services are between the guest and the provider.

- **23.4. Force Majeure:** The hotel shall not be liable for any failure or delay in performing its obligations if such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, terrorism, government restrictions, strikes, pandemics, or natural disasters (see also Section 5.7).
 - **23.5. Accuracy of Information:** While the hotel strives to ensure all information provided (e.g., on its website, in brochures) is accurate, errors and omissions may occur. The hotel reserves the right to correct any errors or omissions.
 - **23.6. Guest's Own Risk:** Use of hotel facilities, including swimming pools, fitness centers, parking lots, and other amenities, is at the guest's own risk.
 - **23.7. Indemnification:** Guests agree to indemnify and hold harmless The Grand Horizon Hotel & Resort, its owners, management, and employees from any liability, loss, damage, cost, or expense (including legal fees) arising out of or in connection with any breach of these policies by the guest or their visitors, or any negligent or willful act or omission by the guest or their visitors.
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24. Policy Modifications & Enforcement

- **24.1. Right to Modify:** The Grand Horizon Hotel & Resort reserves the right to amend, modify, supplement, or delete any of these policies at any time without prior notice, although we will endeavor to communicate significant changes. The policies in effect at the time of a guest's stay will apply. The most current version of the policies will typically be available on our website or at the Front Desk.
- **24.2. Enforcement:** Failure to comply with any of these hotel policies may result in:
 - A verbal or written warning.
 - Additional charges (e.g., for damages, smoking, late check-out).
 - Restriction from using hotel facilities.
 - Eviction from the hotel without refund.
 - Reporting to law enforcement authorities, if applicable.
 - Being barred from future stays at the hotel.
- **24.3. Hotel Discretion:** The interpretation and application of these policies are at the sole discretion of hotel management.
- **24.4. Governing Law:** These policies shall be governed by and construed in accordance with the laws of the jurisdiction in which The Grand Horizon Hotel & Resort is located [Specify Jurisdiction, e.g., State of California, USA; England and Wales, UK].
- **24.5. Severability:** If any part of these policies is deemed unlawful, void, or unenforceable, that part will be deemed severable and will not affect the validity and enforceability of any remaining provisions.