**Standard Operating Procedure (SOP) for Guest House Usage in Amaze by Urban Tree Apartment**

**1. Purpose**

To define **clear policies and procedures** for the **reservation, usage, security, and maintenance** of the **Guest House**, ensuring **fair availability, proper upkeep, and resident convenience**.

**2. Scope**

This SOP applies to **residents, guests, facility managers, security personnel, and housekeeping staff**, covering **booking guidelines, occupancy limits, usage rules, and dispute resolution**.

**3. Booking & Reservation Guidelines**

**3.1 Eligibility for Booking**

* **Only registered residents** can book the Guest House.
* Bookings must be made **at least [X] days in advance**.
* Maximum duration per booking is **[X] consecutive days** *(extensions subject to approval)*.
* **Maximum occupancy** is **[X] guests** at a time.

**3.2 Reservation Process**

* Residents must **submit a formal booking request** via:
  + **Society Portal / Helpdesk / Written Application at the Office**.
* Approval is subject to **availability and society regulations**.
* A **booking confirmation receipt** is issued upon approval.

**3.3 Payment & Charges**

* **usage fee:** ₹ 800/- per day.
* **Cancellation Policy**:
  + **Full refund if canceled [X] days before check-in**.
  + **Partial refund if canceled within [X] days of check-in**.
  + **No refund for last-minute cancellations** *(except emergencies)*.
* **Damages:** *in case of damages or violations the Association will have the right to charge the guest to the extent it deemed fit. Payment to be made by the Guest or the Owners before checking out.*
* **No Objection Certificate:** No Objection Certificate to be obtained from the Association before checking out.

**4. Guest House Usage Rules**

**4.1 Check-in & Check-out Guidelines**

* **Check-in time:** [X AM / PM]
* **Check-out time:** [Y AM / PM]
* Residents must collect **Guest House keys from the Society Office**.
* Upon check-out, keys must be returned, and **housekeeping will inspect the premises**.

**4.2 Code of Conduct**

* Guests must **respect society norms** and **maintain noise discipline**.
* **Parties or loud gatherings** beyond permitted hours **are strictly prohibited**.
* **Alcohol consumption** within Guest House premises is **subject to society regulations**.
* Residents are **responsible for their guests’ conduct**.

**4.3 Cleaning & Maintenance**

* **Housekeeping services included** (daily cleaning of common areas).
* Guests must **maintain cleanliness before check-out**.
* Residents **must compensate for damages** before deposit refunds.

**5. Security & Access Control**

* Guests must **register at the security gate** upon arrival.
* **Identity verification required** before granting access.
* **Unauthorized overnight stay is strictly prohibited**.
* **Security patrols monitor guest activities** at designated intervals.

**6. Dispute Resolution & Complaint Handling**

* Residents may **report concerns related to Guest House conditions, misconduct, or violations**.
* Disputes will be reviewed by the **Facility Manager & Managing Committee**.
* **Serious policy breaches may result in booking restrictions or penalties**.

**7. Annual Review & Amendments**

* The SOP will be **reviewed annually** during the **General Body Meeting (GBM)**.
* Revisions made based on **resident feedback and operational needs**.

**8. Contact Information**

For Guest House reservations or inquiries, contact the **Facility Manager / Society Office** at **[Phone / Email]**.