

Shortlet Rooms Policy & Information Document

1. Introduction Welcome to **Steakhouse**. This document provides essential details about our shortlet accommodations, including room types, amenities, pricing, and guidelines for guests.

2. Room Types & Pricing

Room Type	Features	Price per Night
Standard Room	Queen bed, WiFi, TV, AC, Ensuite Bathroom	\$50
Deluxe Room	King bed, WiFi, TV, AC, Balcony, Mini-fridge	\$80
Suite	King bed, Living Area, Kitchenette, WiFi, AC	\$120
Penthouse	Luxury amenities, Full kitchen, Private Pool, WiFi	\$250

3. Amenities All rooms come with the following amenities:

- Free high-speed WiFi
- Air conditioning
- 24/7 security
- Housekeeping services
- Access to a shared lounge
- Laundry services (extra charge)
- Parking facilities
- Breakfast service (optional, additional charge)

Additional amenities for select rooms:

- Kitchenette (Suites & Penthouse only)
 - Private pool (Penthouse only)
 - Mini-fridge (Deluxe, Suite, and Penthouse)
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4. Do's & Don'ts

4.1 Do's:

- Check-in is from 2 PM; check-out is by noon.
- Respect the quiet hours (10 PM - 7 AM).
- Keep the premises clean and use the provided waste disposal bins.
- Report any damages immediately to management.
- Ensure all doors and windows are locked when leaving the premises.
- Return the room key/card at check-out.

4.2 Don'ts:

- No smoking inside the rooms (designated areas available).
 - No unauthorized visitors or parties without prior approval.
 - No illegal activities or substances are allowed on the premises.
 - No pets are allowed unless in pet-friendly designated rooms.
 - No excessive noise or disturbances to other guests.
 - Do not remove hotel property (e.g., towels, remotes, bedding).
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5. Booking & Cancellation Policy

- Bookings can be made online via our website or in person at the reception.
 - Full payment is required to confirm a booking.
 - Cancellations made within 48 hours before check-in are subject to a 50% charge.
 - No-shows and same-day cancellations are non-refundable.
 - Early check-outs are not eligible for refunds.
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6. Safety & Security

- CCTV surveillance is operational in public areas.
 - Fire extinguishers and emergency exits are marked and accessible.
 - Guests must provide a valid ID at check-in.
 - Any security concerns should be reported to reception immediately.
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7. Contact Information For any inquiries or assistance, please contact:

- Reception: +111111111
- Email: steakhouse@email.com
- Website: steakhouse.com