

Private Lodging Manual

Chapter 1: Reservation Process

The reservation process for private lodging facilities follows a structured approach. First, guests must submit their booking request through the online portal. The request should include check-in date, check-out date, number of guests, and any special requirements or preferences.

Upon receiving the request, the system automatically checks availability and sends a confirmation email within 24 hours. If the requested dates are not available, alternative dates will be suggested.

Payment must be completed within 48 hours of confirmation to secure the booking. Accepted payment methods include credit cards, bank transfers, and digital wallets.

Chapter 2: Check-in Procedures

Check-in time is typically from 3:00 PM to 8:00 PM unless otherwise specified. Guests must present a valid government-issued ID upon arrival.

The check-in process includes:

1. Identity verification and registration
2. Room key or access code distribution
3. Facility orientation and rules explanation
4. Emergency contact information exchange
5. Wi-Fi password and amenities information

Late check-in (after 8:00 PM) must be arranged in advance. Additional fees may apply for late check-in services.

Early check-in is subject to availability and may incur extra charges. Guests are advised to contact the property at least 24 hours before arrival if they require early or late check-in.

Chapter 3: House Rules and Regulations

All guests must comply with the following house rules:

1. Quiet hours are from 10:00 PM to 7:00 AM
2. Smoking is strictly prohibited inside the building
3. Pets are not allowed unless specifically approved
4. Maximum occupancy limits must be respected
5. Visitors must be registered at the front desk
6. Damage to property will result in additional charges

Kitchen Usage:

- Clean all dishes and utensils after use
- Do not leave food in common areas
- Dispose of garbage in designated bins

Safety and Security:

- Lock doors and windows when leaving the room
- Report any suspicious activities immediately
- Keep emergency exits clear at all times

Chapter 4: Cancellation Policy

Our cancellation policy is designed to be fair to both guests and property owners.

Standard Cancellation Terms:

- 30+ days before check-in: Full refund
- 14-29 days before check-in: 50% refund
- 7-13 days before check-in: 25% refund
- Less than 7 days: No refund

Exceptions may apply in cases of:

- Medical emergencies (with documentation)
- Natural disasters affecting travel
- Government-imposed travel restrictions

To cancel a reservation, guests must:

1. Log into their account on the booking platform
2. Navigate to 'My Reservations'
3. Select the booking to cancel
4. Follow the cancellation process
5. Receive confirmation email within 24 hours