



HOTEL POLICY HOUSE RULES

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Hotel Policy/House Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating the Downtown Grand Hotel & Casino since 2013. These Hotel Policy/House Rules are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration you are agreeing to abide by all our Hotel Policy House Rules, terms and conditions, and procedures. These Hotel Policy House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between the Downtown Grand Hotel & Casino guest. Our Hotel Policy House Rules may change from time to time, so please check back often.

100% SMOKE-FREE

The Penthouse Suite is 100% Smoke-Free. For safety and to assure that our facility is not exposed to items or actions that create an odor that is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarettes, marijuana, or other objectionable odors. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. A Designated Smoking Area is provided outside and away from the building. **Marijuana is prohibited.**

MICROWAVE/REFRIGERATOR

Except for the microwave and refrigerator units that the hotel provides, preparation of food in guest rooms by any type of cooking appliances is prohibited. Not all rooms have a microwave and refrigerator unit. We ask that you refrain from microwaving any pungent food as the odor is difficult to remove from fabric, a cleaning fee may be assessed. Most commercially prepared food intended for the microwave has not previously caused a problem, so we suggest that option.

NO IN-ROOM PARTY

No In-Room Party Policy to ensure we can always protect the hotel and our guests. No parties, loud disturbances, and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (one warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without a refund. Registered guest(s) is responsible for all persons visiting. If found with more "people" not listed on the Guest Registration Form after 10:00 P.M. your stay will be considered a party. You will be ordered to vacate the premises without refund and may be fined with a Guest Compensation Disturbance Fee.

DAMAGE AND/OR THEFT OF HOTEL PROPERTY

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room(s), hotel's premises, or property caused by you or any person in your party whether or not staying at the hotel during your stay. Downtown Grand Hotel & Casino reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by Downtown Grand Hotel & Casino as a result of the aforesaid. Should this damage come to light after the guest has departed, we

reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally before contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT

Guest Rooms found with waste strewn around, in complete disorder, and/or “trashed” will be subject to maintenance deep cleaning fee, administration fee, and/or third-party fees.

DAMAGE TO ROOM

Damage to rooms, fixtures, furnishing, and equipment including the removal of electronic equipment, towels, artwork, etc. will be charged at 120% of full and new replacement value plus any shipping and handling charges. Any damage to hotel property, whether accidental or willful, is the responsibility of the registered guest for each room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair, or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE-FIGHTING EQUIPMENT

Downtown Grand Hotel & Casino reserves the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points, and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guest actions, law enforcement may become involved at the hotel’s discretion. Should the fact that firefighting or detection equipment had been tampered with coming to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

CHANGES OR MODIFICATION TO THE HOTEL POLICY/HOUSE RULES

Downtown Grand Hotel & Casino reserves the right to amend, modify, change, cancel, vary, or add to the Hotel Policy House Rules or the arrangements and content featured on our Hotel website at any time without prior notice. Please check our website regularly for updates to Hotel Policy House Rules. Any modification to these Hotel Policy House Rules that occurs before your departure is considered a part of your reservation agreement with us. A copy of these Hotel Policy House Rules is located on our website, in the Guest Room Notebook, and available from the Front Desk staff upon request.