



## Richardson Serenity Villa

### **RICHARDSON SERENITY VILLA 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. 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 of 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 Richardson Serenity Villa and the guest. We reserve the right to refuse reservation at any time for any reason. Our Hotel Policy/House Rules may change from time to time, so please check back often.

#### **100% SMOKE-FREE**

Richardson Serenity Villa has been 100% Smoke-Free since opening its doors in October 2018. For the safety of our guests and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, 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 cigarette, 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. **Marijuana is prohibited at all times.**

### **ECO-FRIENDLY HOTEL**

We request that our guest come prepared with organic/biodegradable products. Please bring organic bug repellents and organic sunscreens prior to your arrival. Chemicals such as DEET in bug repellents like OFF, and chemicals like parabens, oxybenzone and octinoxate found in most commercial sunscreens, can bleach corals and negatively impact marine life. Hawaii, in an effort to protect its reefs, banned sunscreens that contain those chemicals this year. You can purchase organic sunscreens or bug repellents here in Roatan.

### **CANDLE, INCENSE, ESSENTIAL OILS:**

Candle, incense, essential oils (*diffusing, vaporizing, etc.*) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

### **NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, and OR FIREWORKS:**

The safety of our guests, staff, and this facility is extremely important to us. Except for the stove and toaster oven located in the main kitchen, preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of \$300.00 will be charged for cooking in a room. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on hotel property.

### **GUARANTEED RESERVATIONS:**

All reservations must be guaranteed with a valid major credit card. Guests must be 18 years and older. We accept Visa, Master Card, American Express, and Discover Card. We do not charge your credit card at the time you make your reservations. Your credit card guarantees your reservations. Please make sure to receive a reservation confirmation number when you make a reservation. Reservations must be cancelled 14 days prior to your arrival date, in order to avoid a cancellation fee. Reservations will be held until 11:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night, plus tax will be charged to your credit card and the balance of your reservations will be cancelled. All Seasons Inn & Suites is not responsible for weather conditions, personal emergencies, or schedule changes.

**CHECK-IN TIME:** 3:00 p.m.

### **EARLY CHECK-IN/PRE-REGISTRATION:**

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 3:00 p.m. then Pre-Registration and payment may be required. Please contact Front Desk staff directly to make reservations and complete a credit card authorization form prior to your arrival 504 8782-9570.

**CHECK-IN REQUIREMENTS:**

Guests must be at least 18 years of age to check in at Richardson Serenity Villa. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (*State driver's license, passport, etc.*) at check-in. A valid, signed, and pre-approved credit card in the name of the guest registration is also required. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your credit/debit card. Some banks hold pending authorizations for up to 30 business days.

**PRE-AUTHORIZATION AND DEPOSIT AT CHECK-IN:**

We require pre-authorized of credit cards/debit cards at check-in. A pre-authorization is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card for the full amount of the deposit. The full amount + tax of your intended stay will be charged at check in. All credit/debit cards are pre-authorized at check-in. Once your actual charge is posted at check-out it can take anywhere from 24 hours to 30 days for the original pre-authorization to be removed by your bank. Generally, most banks release the hold within 3-5 days. It is your responsibility to be aware of how your bank handles all of your transactions, including pre-authorizations. We are unable to remove pre-authorizations directly through our hotel.

**GUEST REGISTRATION:**

We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered. Information regarding your license plate/car description is also gathered at check-in for security.

**CHECK-OUT TIME:** Room rental period expires at 11:00 a.m. Additional day charge, plus tax may apply for late checkout.

**CHECK-OUT PROCEDURE:**

Check-out time is 11 a.m. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

**EARLY DEPARTURE:**

Guests who check out of the hotel after 11:00 a.m. and prior to their scheduled departure date are subject to an early departure fee of one night, plus tax.

**SPECIAL REQUESTS:**

We will make every effort to honor special requests such as a specific room or adjoining rooms, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

**ADA/HANDICAPPED/ACCESSIBLE ROOMS:**

Four ADA compliant guest rooms are available and should be reserved in advanced; please contact the hotel directly 504 8782-9570.

**PAYMENT:** All reservations and registration must be guaranteed with a valid major credit card. We accept Visa, Master Card, American Express, and Discover Card. Pursuant to credit card agreements, credit cards are not valid unless signed by the cardholder. Credit cards must be signed. Cash (USD) payment is welcomed with a signed and pre-authorized credit card. All guests are required to present a valid major credit card and government issued photo identification even if guests are planning on paying in cash upon check-out. Checks and foreign currency not accepted.

**CHECKS AND CHECK CASHING:**

We do not accept checks. We do not provide check cashing services.

**DEBIT CARD/CREDIT CARD HOLDERS:**

Your credit card is not valid unless signed. We will refuse an unsigned card. Your Debit or Credit Card will be pre-authorized at check-in for the full amount of your deposit. The pre-authorization will HOLD the funds for the deposit only, at which time the amount of any damages incurred during your stay will be charged. If you change your method of payment at check-out or change the length of your stay, your bank may not post the changes to your account immediately. Richardson Serenity Villa has no control over the policies of your bank and will not be held liable for any "insufficient funds" penalties or any other resulting fees or charges. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your debit or credit card. Some banks hold pending authorizations for up to 30 days.

**RESERVATION AND PAYMENT FOR GUESTS BY PRIVATE THIRD PARTIES:**

Generally, third party payment is not permitted. In the case of paying for a family member if you will not be physically present at the hotel, we require prior completion and approval of a Credit Card Authorization form including a copy of your driver's license and the front and back of your signed credit card. You will be responsible for

any and all damages and loss. We reserve the right to refuse reservation at any time for any reason.

**RATES:**

All rates are quoted in United States currency, plus tax. Rates may increase without notice. Rates as advertised on the Richardson Serenity Villa website or any other website are subject to change at any time and may increase or decrease at the hotel's discretion. Rates are based on standard room (1-2 occupancy), Queen Disabled (1-2) occupancy, double (1-4 occupancy), and are subject to availability.

**RIGHT TO REFUSE SERVICE:**

Richardson Serenity Villa is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate the laws of Honduras.

Richardson Serenity Villa has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the country of Honduras and the owners for the operation and management of the hotel.

Richardson Serenity Villa will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with Honduras liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by Richardson Serenity Villa for the operation and management of our hotel.

**QUIET HOURS:**

10:00 p.m. to 9 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately. Voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in decks and stairs.

**VISITORS:**

No visitors after 10:00 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities including the pool, continental breakfast, or Wi-Fi. As a registered guest, you are responsible for your visitor at all times.

**CONTINENTAL BREAKFAST:**

Our Continental Breakfast is free to registered guests only. Visitors may not join a registered guest for a free breakfast. Visitors may pay \$6.00 per person at the Front Desk. If you desire a full hot breakfast, Front Desk staff is happy to provide you with a list of available hot breakfast for an additional fee.

**CANCELLATION:**

Richardson Serenity Villa is not responsible for weather conditions, personal emergencies, or schedule changes. If reservations are cancelled less than 14 days before the arrival date, your credit card will be charged the full room charge plus taxes.

**NO SHOW CHARGES:**

Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card and the balance of the reservation may be cancelled.

**GROUP RESERVATIONS:**

Large group/Block reservations must be cancelled eight (8) weeks prior to arrival date. Reservations cancelled after that date will be charged for the entire duration plus tax for each room reserved and the balance of their reservations cancelled.

**ACCESS TO ROOMS:**

To provide all of our guests with an exceptionally clean and safe hotel experience, we provide daily housekeeping. The Housekeeping Staff is required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. If you do not wish to have your room clean, please notify the front desk staff. Management reserves the right to enter a room for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policy/House Rules. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

**CHILDREN:** Well behaved children 10 and older are welcome. As the parents, guardians, or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel property unsupervised.

Children under the age of 13 are not allowed in the pool area without being accompanied and supervised by their parent/guardian/chaperone.

**ADDITIONAL BEDDING:**

A limited number of adult cots are available upon request. Availability is on a first-come, first-served basis for rooms with a garden view only. The charge is \$25.00 each, plus tax per night. Maximum capacity of cots is one (1) per room

**MAXIMUM OCCUPANCY:**

Room occupancy requirements are based on fire code/fire safety restrictions. Accessible Pool View Room maximum occupancy is 2, Garden View Room maximum occupancy is 2, and Garden View Double Room maximum occupancy is 4. If you exceed the maximum number of guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the hotel.

**ROOM KEYS:**

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. There will be a fee of \$25.00 for each lost key. Please return room keys to Front Desk at Check-out.

**HOUSEKEEPING/ROOM INSPECTION:**

Housekeeping is provided daily between the hours of 9 a.m.-2 p.m. This is a 100 % NON-SMOKING hotel, including medical marijuana. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odor. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

**LINEN CHANGING:**

Your comfort is very important to us. For guests staying multiples nights, bed linen is changed on a rotation schedule and used towels are exchanged as needed. We are asking our guests to help our cause and save the environment by leaving the towel on the floor if they need it to be changed or hang it on the towel rack if you don't mind reusing it. If Housekeeping is unable to make a bed due to personal items left on it, a note will be left. Housekeeping will be happy to make your bed each day if all personal items are removed. Please contact our Front Desk staff if you have any additional questions or concerns.

**LOST & FOUND POLICY:**

Richardson Serenity Villa assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately 504 8782 9570 and we will try to assist you in locating your lost item.

**FOUND ITEMS:**

Richardson Serenity Villa is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of Lost & Found items are retained for a few months. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear, and miscellaneous toiletries are discarded.

**UNCLAIMED ITEMS/NO CONTACT:** Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Richardson Serenity Villa.

**ALCOHOL POLICY:**

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room. Drinks in breakable containers are not allowed in the pool or bar area, no exceptions allowed.

**FIREARMS AND WEAPONS:**

The safety and security of our guests and staff is extremely important to us. Firearm and weapons are not allowed at Richardson Serenity Villa.

**IN CASE OF EMERGENCY OR FIRE:**

Please notify Front Desk in the event of a fire or other emergency. If you feel comfortable using the fire extinguisher in your bedroom, please do so at your own risk.

**FIRE SAFETY POLICY:**

The hotel is fully equipped with smoke detectors and fire extinguisher in every Guest Room and public areas. Please locate the nearest fire extinguisher and smoke detector on the premises and in your guest room in the event of an emergency.

**NO IN-ROOM PARTY:**

Richardson Serenity Villa enforces a No In-Room Party Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or

noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guest(s) is responsible for all persons visiting. Non-Registered visitors are only permitted until 10:00 P.M. 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.

#### **FREE Wi-Fi ACCESS:**

Access to our Wi-Fi is free for our registered guests. The hotel Wi-Fi access code is subject to change without notice. Wi-Fi signals are subject to change without notice depending on the room's location, the status of our Wi-Fi-equipment, and interference from other local wireless signals. Richardson Serenity Villa assumes no liability for guest use. The Wi-Fi at most hotels in Roatan work best on tablets and laptops.

#### **ENFORCEMENT:**

All staff is trained and required to respond to potential violations of our Hotel Policy/House Rules. Guests who refuse to abide by the reasonable standards and policies established by Richardson Serenity Villa for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. In addition to the room charge, a minimum \$300.00 cleaning fee per room will be charged for infraction(s) of our Hotel Policy/House Rules.

#### **TERMS & CONDITIONS:**

Richardson Serenity Villa makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. Richardson Serenity Villa does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

#### **LINKS:**

The links provided on the Richardson Serenity Villa website are for the convenience of site visitors and are provided in good faith. Richardson Serenity Villa does not accept liability for the contents or links provided on such websites, nor does it accept liability for any indirect or consequential loss arising out of the use or connected with its website.

#### **ILLNESS AND EPIDEMICS:**

Richardson Serenity Villa reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the Front Desk staff. In the case of serious sickness, you may be

requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

**INFESTATION:**

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

**PARKING AT OWN RISK:**

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. Richardson Serenity Villa shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. No vehicle repairs on hotel premises.

**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. Richardson Serenity Villa 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 All at Richardson Serenity Villa 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 prior to contracting specialist 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, art work, etc. will be charge 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 particular 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:**

Richardson Serenity Villa 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 fire-fighting or detection equipment had been tampered with 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.

**CHANGES OR MODIFICATION TO THE HOTEL POLICY/HOUSE RULES:**

Richardson Serenity Villa reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies/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 reservations agreement with us. A copy of these Hotel Policy/House Rules is located on our website, in the Guest Room Notebook, and available from Front Desk staff upon request.