

# 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 All Seasons Inn & Suites since 2002. 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 the Prince Conference Center and Hotel and the guest. Our Hotel Policy/House Rules may change from time to time, so please check back often.

## **100% SMOKE-FREE**

For safety 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, 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 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.

## **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, OR FIREWORKS**

The safety of our guests, staff, and this facility is extremely important to us. 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. A minimum fee of \$300.00 will be charged for cooking in a room, including, but not limited to coffee makers, hot plates, toaster ovens, water heaters, rice cookers, combustible, open flame, barbecue grill, burners, heating appliance, or any other item intended for cooking. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on hotel property. A microwave is available 24 hours for all registered guests to use in our breakfast area. Coffee is also available twenty-four (24) hours in the breakfast area.

## **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 Twenty Four (24 hours), hotel time, prior to your arrival date, in order to avoid a one (1) room night, plus tax 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 may be charged to your credit card and the balance of your reservations will be cancelled. Prince Conference Center and Hotel 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.

## **CHECK-IN REQUIREMENTS**

Guests must be at least 18 years of age to check in at Prince Conference Center and Hotel. 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 AT CHECK-IN**

We required 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 your intended stay, plus tax. All credit/debit cards are pre-authorized at check-in. Pre-authorization is not a charge to your account, it is a hold on those funds. 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 12:00 p.m. Additional day charge, plus tax may apply for late checkout.

## **CHECK-OUT PROCEDURE**

Check-out time is 12 p.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.

## **SPECIAL REQUESTS**

We will make every effort to honor special requests such as a specific floor or room number, adjoining rooms, refrigerator/microwaves, 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.

## **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. These units are provided on a first-come, first-served basis. Use of the breakfast area microwave is provided to all registered guests 24 hours a day. 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.

## **ADA/HANDICAPPED ROOMS**

One ADA compliant guest room is available and should be reserved in advanced; please contact the hotel directly (616) 526-7200.

## **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. 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 stay. The pre-authorization will HOLD the funds until check-out, at which time the amount actually 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. Prince Conference Center and Hotel 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.

## **DEPOSITS AND GUARANTEES**

There is no deposit required to make an individual room reservation. However, a major credit card is required at the time of booking to guarantee the room and secure the reservation period.

## **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.

## **TAX EXEMPT GUESTS**

Guests with GSA payment cards will be taxed or exempt in accordance to their individual card status. If tax exempt status cannot be verified at check-in you will be charged a lodging tax until verification is made.

## **RATES**

All rates are quoted in United States currency, plus tax. Rates may increase without notice. Rates as advertised on the Prince Conference Center and Hotel website or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion. Rates are based on standard room (1-4 occupancy), king (1-2 occupancy), king handicapped (1-2) occupancy, and are subject to availability.

## **RIGHT TO REFUSE SERVICE**

Prince Conference Center and Hotel is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate Federal or State laws. Prince Conference Center and Hotel 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 State of Michigan and the owners for the operation and management of the hotel. Prince Conference Center 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 state 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 Prince Conference Center and Hotel for the operation and management of our hotel.

## **QUIET HOURS**

10:00 p.m. to 8 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person. Televisions, 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 halls.

## **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 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.

## **DISCOUNTS**

We do offer discounted room rates for participation or employment in organizations such as AAA, AARP, Calvin Parents and Alumni, and Calvin Staff and Faculty.

## **CANCELLATION**

Prince Conference Center and Hotel is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled Twenty Four (24 hours) hotel time, prior to your arrival date, in order to avoid a one (1) night full room cancellation fee. If reservations are cancelled less than 48 hours before the arrival date, your credit card may be charged the full room charge plus taxes. If you are staying more than one (1) night, only the first night and taxes will be charged. If you cancel any reservation, you must obtain and save the cancellation number for your records.

## **NO SHOW CHARGES**

Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card may result in a No-Show fee being charged to your credit card. You will only be charged the first night, one (1) night's full room rate plus taxes and the balance of the reservation will be cancelled.

## **GROUP RESERVATIONS**

Large group/Block reservations must be cancelled 2 weeks prior to arrival date. Reservations cancelled after that date may be charged one (1) full room charge plus tax for each room reserved and the balance of their reservations cancelled.

## **CHILDREN**

Well behaved children of all ages are welcomed. Children aged 12 and under stay for free when sharing a room with one or more paying adult(s), using existing bedding. 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.

### **ADDITIONAL BEDDING**

A limited number of baby cribs are available upon request. Availability is on a first-come, first-served basis for safety, pillows are not provided for cribs.

### **MAXIMUM OCCUPANCY**

Room occupancy requirements are based on fire code/fire safety restrictions. Standard Room maximum occupancy is 4, King or King Handicapped maximum occupancy is 4, If you exceed the maximum number of guests allowed, you may 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. Please return room keys to Front Desk at Check-out.

### **HOUSEKEEPING/ROOM INSPECTION**

Housekeeping is provided between the hours of 9 a.m.-2 p.m. This is a 100 % NON-SMOKING hotel, including medical marijuana. 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. Used towels are exchanged for fresh towels daily. If Housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds each day if all personal items are removed.

### **LOST & FOUND POLICY**

Prince Conference Center and Hotel 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 (616) 526-7200 and we will try to assist you in locating your lost item.

### **FOUND ITEMS**

Prince Conference Center and Hotel 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. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries are discarded.

## **RETURN**

We would be happy to return your lost item(s) to you by United States Postal Service. Sorry, no UPS or FED EX deliveries. Your credit card will be charged packaging and postage. A separate receipt will be emailed to you. Prince Conference Center and Hotel is not responsible for any item lost or misdirected during shipment by the United States Postal Service.

## **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 or given to local organizations.

## **ALCOHOL POLICY**

Alcohol is not allowed in public areas such as the lobby, halls, etc. Alcohol consumed during special events served by a licensed caterer with permit to serve/sale alcohol is restricted to those 21 years old or older (valid photo identification required) and can only be consumed at that event venue.

## **BICYCLES/HOVER BOARDS/ROLLER BLADES**

Bicycles, Hover boards, and roller blades are not permitted in guest rooms. We assume no liability for theft, loss, and/or damage, and you waive any and all such liability.

## **IN CASE OF EMERGENCY OR FIRE**

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door located in each guest room.

## **FIRE SAFETY POLICY**

The hotel is fully equipped with smoke detectors the emergency evacuation plans on the door of each guest room. Please review this important information.

## **NO IN-ROOM PARTY**

Prince Conference Center 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 and may be access Guest Compensation Disturbance Fee.

## **FREE WiFi ACCESS**

Access to our WiFi is free for our registered guests. The hotel WiFi access code is subject to change without notice. WiFi signals are subject to change without notice depending on the room's location, the status of our WiFi-equipment, and interference from other local wireless signals. Prince Conference Center and Hotel assumes no liability for guest use.

## **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 Prince Conference Center and Hotel 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**

Prince Conference Center and Hotel 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. Prince Conference Center and Hotel 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.

## **ILLNESS AND EPIDEMICS**

Prince Conference Center and Hotel 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. Prince Conference Center and Hotel shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. If a vehicle is left in the hotel parking lot after the guest has departed without the written consent of the hotel, the hotel reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on hotel premises.



## **DAMAGE AND/OR THEFT OF HOTEL PROPERTY**

You are liable for any damage how ever 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. Prince Conference Center and Hotel 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 Prince Conference Center and Hotel 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 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**

Prince Conference Center and Hotel reserve 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**

Prince Conference Center and Hotel 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.

## **SERVICE DOG POLICY**

An ADA compliant Service Dog is permitted on premise. At check-in, the guest must register the ADA compliant Service Dog by providing a required signature on the Pet Policy and Agreement. The guest is responsible to strictly abide by all policies listed on the signed Prince Conference Center and Hotel Service Animal Policy. Dogs must NEVER be left unattended in the room at any time, whether or not the dog is in a kennel or crate.

## **CONTACT US**

Prince Conference Center | 1800 East Beltline SE. | Grand Rapids, MI 49546

Hotel reservations: (616) 526-7200

Email: [prince-reserve@calvin.edu](mailto:prince-reserve@calvin.edu)

Event reservations: (616) 526-7045

Email: [venues@calvin.edu](mailto:venues@calvin.edu)