

Acceptable Guest Conduct Guidelines

Group Name: _____
Group Leader: _____
Date: _____

1. Noise must be kept to a minimum at all times. Excessive noise (high volume music, shouting, high volume TV's, etc.), running, gymnastics or playing sports in the hallways or in the meeting room is strictly forbidden.
2. Only quiet activities are permitted from 11:00pm to 7:00am (no paying in the hallways).
3. Guests are not permitted to have visitors in their hotel rooms after 11:00pm. Hotel management reserves the right to refuse any such visitors they deem disruptive to the other Hotel Guests.
4. Hotel Visitors (not including the rooming list) ARE NOT permitted to stay the night.
5. Consumption of alcohol must only take place in the assigned guest rooms. Students, teachers, leaders, parents and chaperones must be considerate of other Hotel Guests. Excessive consumption of alcohol can lead to an immediate expulsion from the property and loss of booking deposit.
6. The Guest will be charged \$100 per room for any carpet stains due to carless behaviour (wine, coffee, tea, juice, pop etc.)
7. Smoking is strictly prohibited in the hotel. Should a Hotel Guest smoke in a Guest room, Guests will be charged \$175.
8. Disorderly conduct of any type will not be permitted.
9. Entry into private areas of the hotel or the rooms of any other guests is strictly forbidden.
10. Floors, beds and bathtubs must be kept free of objects (suite cases off the bed) that would prevent the cleaning staff from being able to change linens and vacuum, or the room will not be serviced.
11. Cooking of any sort is not permitted in the Guest Rooms. There is a microwave available in each room for hotel guests to use. Vending machines are available for guests to use on floors B, 1, 2, 4, 5, 7. The ice machine is located on the 1st floor. There is a Metro and a Food Basics grocery store 3 blocks north of the hotel. Lone Star Texas Grill is directly behind the hotel and the front desk has a variety of take-out and delivery menus available for area restaurants.
12. Rooms are assigned at check-in and cannot be changed without prior authorization from Hotel Management and the Group Leader.

Please familiarize yourself with the rules of the WelcomINNS Hotel Ottawa. If you feel you cannot abide by them, please notify the Hotel Group Reservations Department prior to your arrival date. The General Manager will be notified of any rule infraction. Individuals violating these rules will be asked to leave and no refund will be provided. Infringing upon the rights of other hotel guests will not be permitted under any circumstances.

I have read and understood the above guidelines and as a group leader will make sure that my team/group respects them.

Signature

Title

Date