



SLEEPING GIANT POLICES, PROCEDURES & HOUSE RULES

Here at **The Sleeping Giant** we strive to provide our guests with an *exceptionally clean, comfortable and enjoyable* experience. These *Policies & House Rules* are considered part of our reservation agreement with you. As our guest, and as **upon your check-in, you are agreeing to abide by ALL our Hotel Policies, Procedures, House Rules & terms and conditions**, and we reserve the right to refuse service, or to make a charge to the guest's card if any fees are assessed for damages or not complying with Hotel Policies or House Rules. The Management of **The Sleeping Giant** would greatly appreciate your co-operation in abiding the following, as we value each of our guests' safety and enjoyment.

Our Hotel Policies & House Rules may change from time to time.

DAMAGE POLICIES

DAMAGE AND / OR THEFT OF HOTEL PROPERTY: You are liable for any damage howsoever caused (whether by deliberate, negligent, or reckless act) to the room(s), accommodation, premises or property caused by you or any person in your party, whether or not staying at the hotel during your stay. **The Sleeping Giant** reserves the right to pre-authorise or retain your credit card details, as presented at registration and charge the credit card such amounts as it shall, at its sole discretion, deem necessary to compensate or make good the cost or expenses incurred or suffered by **The Sleeping Giant** as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right, and you hereby authorise 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 scattered around, in complete disorder, and/or "trashed" will be subject to a £1,000.00 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 **150%** of full and new replacement value plus any shipping and handling charges. Any damage to hotel property, whether accidental or wilful, 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. Please refrain from touching and moving artwork.

DAMAGE TO MATTRESSES AND BEDDING: Damage to mattresses and linen including; towels, mattress protectors, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge at **150%** of full and new replacement value plus any shipping and handling charges, for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS / FIRE-FIGHTING EQUIPMENT: **The Sleeping Giant** 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 premises. Depending on the severity of the guests' actions, law enforcement may become involved at our 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 authorise us to charge your credit or debit card for any damage incurred to your room or the property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

INFESTATION: The cleanliness of our rooms is extremely important to us, and 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.

RESERVATIONS

BOOKINGS: All bookings require a deposit totalling 100% of the stay, via a valid credit card, at the time of booking to confirm the reservation.

CANCELLATION: **The Sleeping Giant** is not responsible for weather conditions, personal emergencies, or schedule changes. Once bookings are made and/or guest(s) are checked-in, bookings are non-refundable.

Reservations must be cancelled 7 days prior to your arrival date in order to avoid a 1 night's full room cancellation fee. If reservations are cancelled less than 7 days before the arrival date, the forfeiture amount will be the total stay.

GROUP RESERVATIONS: Large group or block reservations must be cancelled 4 weeks prior to arrival date. Reservations cancelled after that date may be charged 1 full room charge for each room reserved and the balance of their reservations cancelled.

NO SHOW CHARGES: Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in the full amount of your total stay agreed upon booking being charged to your credit card.

TARIFFS: Room tariffs may increase without notice. Tariffs as advertised on our website or any other website or promotional material are subject to change at any time and may increase or decrease at our discretion. Tariffs are subject to availability.

CHECK-IN TIME & REQUIREMENTS: Check-in time is from 4pm. Guests must be at least 18 years of age to check in. In the interests of security and to prevent fraud, guests may be asked to confirm their identity with current photo ID. We will always try to accommodate guests who arrive early, but we are unable to guarantee that you room will be ready before 4pm. Reservations for breakfast & dinner times may be made upon check in.

CHECK-OUT TIME & PROCEDURE: Check-out time is by 10.30am. Please check-out on time so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact us the day before departure, before 7pm and we will do our best to accommodate your request. Late check-outs are subject to availability and charges may apply for late check-out. All outstanding charges are to be settled upon departure.

CHILDREN: As the parents, guardians, or chaperones of children aged 12 and under, 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 property unsupervised.

ALCOHOL: Only alcohol bought on site may be consumed on the premises. We reserve the right to charge a corkage of £40 surcharge after your departure and additional charges may be incurred.

GUEST REGISTRATION: We require valid contact information from the guest making the reservations including first and last name, address, phone number, email and signature. Credit card details must be provided. The names of all guests occupying the room must be registered as well.

QUIET HOURS: 10:00PM to 8:00AM. If you become aware of a disruptive guest, please contact staff immediately by phone. 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 around the accommodation is permitted.

PETS: Only pets registered upon booking are permitted.

PAYMENT: We accept Visa and Master Card. Pursuant to credit card agreements; credit cards are not valid unless signed by the cardholder. Cash payment is welcomed. Cheques and foreign currency are not accepted.

RIGHT TO REFUSE SERVICE: **The Sleeping Giant** is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s). We operate a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by Law and the owners. **The Sleeping Giant** 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; is unable to properly supervise their children at all times; seeks to use the accommodation for an unlawful purpose; seeks to bring into the accommodation: 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 our 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 for the operation and management of our accommodation.

Please note that we are here to help and assist as much as we can. While we will do our best to assist you, we will not tolerate abusive or aggressive behaviour towards staff, verbal or otherwise and such behaviour could result in your stay being terminated. We believe the rights of our staff to be working in a happy environment to be important.

SPECIAL REQUESTS: We will make every effort to honour special requests such as a specific room number, cot beds, 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.

LOST & FOUND

LOST & FOUND POLICY: The **Sleeping Giant** 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 on **01639 730100** or email sleepinggiantpenycae@gmail.com and we will try to assist you in locating your lost item.

FOUND ITEMS: **Sleeping Giant** 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 thirty (30) days. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries will be discarded.

RETURN: We would be happy to return your lost item(s) to you. Your credit card will be charged packaging and postage. A separate receipt will be emailed to you. **The Sleeping Giant** is not responsible for any item lost or misdirected during shipment.

UNCLAIMED ITEMS / NO CONTACT: Lost & Found items are held for thirty days while we attempt to contact the guest. If guest contact information is incorrect and we are unable to contact the guest during the thirty-day holding period, the unclaimed item(s) are thrown away, given to local organisations, or disposed of accordingly.

ON-SITE

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. **The Sleeping Giant** assumes no liability for guest use.

PARKING AT OWN RISK: All vehicles are parked at the risk of the owner. **The Sleeping Giant** shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked near the property.

TERMS & CONDITIONS: **The Sleeping Giant** 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. **The Sleeping Giant** 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.

ROOM POLICIES

DO-NOT DISTURB & ACCESS TO ROOMS: To provide all of our guests with an exceptionally clean and safe hotel experience, we provide daily housekeeping. Our Housekeeping Staff will honour the "Do Not Disturb" door hanger once during a 36-hour period indicating that the room is occupied. The Housekeeping Staff are required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. Management reserves the right to enter a room with a known status of "Do Not Disturb" for reasonable purposes, such as an emergency, housekeeping, maintenance, or to verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policies / 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 or House Rule is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

CANDLE, INCENSE, ESSENTIAL OILS: Candle, incense, essential oils (diffusing, vaporising, etc.) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS: The safety of our guests, staff, and this facility is extremely important to us. Preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of £500.00 will be charged for cooking in a room, including, but not limited to hot plates, toaster ovens, water heaters, 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 the property.

HOUSEKEEPING / ROOM INSPECTION: Housekeeping is provided daily between the hours of 10:00am to 4:00pm. This is a **100% NON-SMOKING** property (see above for what is included as “smoking”). 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 odour. Housekeeping and staff are trained and skilled in identifying the odours from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, fees will be assessed, and you may be evicted without any refund.

LINEN CHANGING: Your comfort is very important to us. For guests staying multiples nights, bed linen is changed every third day, if all personal items are removed from the bed and our housekeepers can access the walkways around the bed. We hope our guests will assist us in decreasing our environmental impact and water use by reusing towels as much as possible, however, if new towels are needed, please leave them on the floor of your room and we will replace them. Please contact our staff if you have any additional questions or concerns.

MAXIMUM OCCUPANCY: Room occupancy requirements are based on fire code/fire safety restrictions. If you exceed the maximum number of guests allowed, you will be asked to rent another guest room for proper accommodations or vacate the hotel.

NON-SMOKING: **Sleeping Giant** is a **100% smoke-free**. For safety and to assure that our facility is not exposed to items or actions that create an odour 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 oil or other strong-smelling plant-based essential oils or synthetic products in our facility. Guests are encouraged to notify staff immediately if they smell cigarette, marijuana, or other objectionable odours. A minimum fee of £100.00 will be charged for smoking of any kind on property.

NO PARTIES: **The Sleeping Giant** enforces a No In-Room Party Policy to ensure we can protect the property 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 without refund. Registered guest(s) are responsible for all persons visiting. Non-Registered visitors are only permitted until 11:00pm. If found with more “people” not listed on the Guest Registration Form after 11:00pm, your stay will be considered a party. You will be ordered to vacate the premises without refund and may be assessed a Guest Compensation Disturbance Fee.

ROOM KEYCARDS: Room keycards are issued to the registered guest. No room keycards will be issued to youth under 18 at any time. Please return all room keycards to upon check-out. Failure to do so will result in a penalty of £25 for each unreturned keycard.

VISITORS: No visitors after 11:00pm. Visitors must be accompanied by the registered guest at all times. As a registered guest, you are responsible for your visitor at all times, and may be charged an Extra Person fee for guests on property after 11:00pm.

SAFETY

FIRE SAFETY POLICY: Each room is fully equipped with smoke detectors.

IN CASE OF EMERGENCY OR FIRE: Please notify a member of staff in the event of a fire or other emergency.

CHANGES & MODIFICATION TO THE HOTEL POLICY & HOUSE RULES: **The Sleeping Giant** 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 website at any time without prior notice. Please check our website regularly for updates to Policies & House Rules. Any modification to these Hotel Policies & House Rules that occurs before your departure is considered a part of your reservation agreement with us. A copy of these Hotel Policies & House Rules is located on our website.