

# Chase Suite Hotels

## Hotel Policies

### Maximum Guests Allowed

To ensure that all our guests enjoy a comfortable stay, we ask that overnight Guests not exceed a maximum of **3 persons per one-bedroom suite and 6 persons per two-bedroom suite**. If, at any time, you have exceeded the maximum number of Guests allowed in your suite, all non-registered Guests will be asked to leave the Property immediately.

### Cancellation Policy:

Cancellations made after 3pm the day prior to arrival are subject to a fee of 1 night room and tax, unless otherwise noted in the terms & conditions of your booking. ***Special Events:*** Reservations for stays during special events require 21-day advanced notice to cancel or change your reservation without penalty. Cancellation, no shows, or reservation changes made less than 21 days prior to your scheduled arrival date will be non-refundable. Cancellations for any unused dates including the actual date will be non-refundable.,

### No Party Policy

Please understand that if other Guests are disturbed due to excessive noise, Management reserves the right to ask everyone to vacate the premises and any refund of room rate and deposit will be forfeited at that time. You may also incur a fee of **\$500.00** as a disturbance charge. (***see No Party Policy for Details***)

### Damages

Should there be damages to your room, any replacement or repairs to the item/s will be charged to your credit card accordingly.

### Late Check-Out

Check-outs after 12 pm will incur a late check-out fee.

### No Smoking

The Chase Suite Hotel is an all "Non-Smoking" hotel. Smoking in our suites will result in a damage charge of not less than **\$250**. Please sign below indicating acceptance of this policy

### Pet Notification

A damage charge of no less than **\$250** will be made for suites damaged by the pet and **\$500** for not notifying the hotel of a pet in the room. Pet Fee is **\$25** per pet, per day not to exceed \$150 per month (non-refundable) is due upon check-in. A refundable deposit of \$250 for 1 dog (\$350 2 dogs) is required upon check-in (see Pet Policy for Details)



## **NO PARTY POLICY**

At Chase Suite Hotel, we are committed to providing a safe and peaceful place for the well-being of our guests, visitors, and employees. As such, WE STRICTLY ADHERE to this policy.

All our guests are required to read, understand, and sign the items listed below:

A \$250 will be charged to a credit card on file, and the hotel room rate and the deposit becomes non-refundable if any of the following situations occur:

- Other guests are disturbed due to excessive noise
- Number of guests in the room is more than the allowed number (One Bedroom Suites – maximum 3 people, Two Bedroom Suites – maximum 6 people)
- Any non-registered guests on the property after 11 pm
- The registered guest(s) is/are not in the room.

Chase Suite Hotel reserves the right to:

- Ask everyone to vacate the premises and any refund of room rate and the deposit will be forfeited
- Retain the \$250 security deposit collected at check-in
- Request picture identification of all guests and they must be registered at check-in.
- At the Manager of Duty's discretion, the hotel staff may enter all rooms.
- Charge the credit card of any room damages.
- Notify the El Paso Policy Department:
  - if there is no immediate full cooperation at any given time
  - if illegal substances are present
  - if minors are in possession of alcohol.
  - And other incidents that require police' assistance.



## **Pet Policy**

We look forward to providing a great stay for you and your pet. To ensure the comfort and enjoyment of all our guests, the following policies will apply to your pets stay:

### **THE FOLLOWING POLICIES WILL APPLY TO YOUR PET STAY**

We welcome all well-mannered dogs, cats, and fish. We reserve the right to require immediate removal of any pet that displays dangerous or unacceptable behavior; including, but not limited to, biting, excessive barking/noise, evidence of disease, or urination or defecation in all hotel premises.

- A credit card or authorized direct billing account must be established at the Front Desk
- Pet Fee is \$25 per pet, per day not to exceed \$150 per month (non-refundable) is due upon check-in. A refundable deposit of \$250 for 1 pet (\$350 2 pets) is required upon check-in
- No more than two (2) pets of up to 40 Pounds may occupy each guest room.
- The designated area for walking is on the exterior of the property. Please do not walk your pet on the interior of the property
- Owners are responsible for the cleanup of pet waste. Collection bags are available from the Front Desk
- Pets must be crated or out of the room to have your room serviced. This allows our room attendants to do their best work and to ensure the safety of your pet and our staff. Your room will not be serviced if your pet has been left unattended.
- Pets are not allowed in any area of the hotel such as the breakfast room or pool areas;
- Pets must be kept on a leash at all times in all hotel premises.
- Please Inform housekeeping if your pet has an accident in your room. Housekeeping has access to industrial-strength cleaners which could prevent additional damage costs if the stain is allowed to set. Housekeeping will not clean-up animal excrement after your pet
- Upon check out, our staff will inspect your suite for damages. If any damages are found, the registered Guest will be responsible for the replacement or repair cost of the damaged items. Deposits will be applied toward the cost of those damages. The Guest will be billed for charges exceeding the deposited amount. Charges will be determined by hotel management.