

## **TERMS AND CONDITIONS**

We reserve the right to charge individual guests or lead guests for the cost of rectifying damage or excessive Housekeeping Fines which have been caused by the deliberate, negligent or reckless acts of guests to the hotel's property or structure. If such damage is discovered during the stay it will be drawn to the guest's attention but if discovered after guests have departed then we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the costs for payment to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that guests would incur to a minimum.

## **DAMAGE**

You are liable for any damage howsoever caused to the allocated room(s) or to the Hotel premises or property caused by you or any persons in your party (whether or not staying at the Hotel) during your stay. Airlie Arms Hotel reserves the right to retain your credit card and/or debit card details and charge or debit such amounts as it shall in its sole discretion deem fit on the said card(s) to compensate or make good the loss, damage, costs or expenses incurred or suffered by Airlie Arms Hotel as a result of the aforesaid.

Regardless, Airlie Arms Hotel further reserves the right to commence legal proceedings against you without notice.

## **NON SMOKING POLICY**

Airlie Arms Hotels practices a strict NO SMOKING policy in all Hotel premises ("Non Smoking Policy"). Smoking is prohibited in any part of the Hotel premises including but not limited to Hotel rooms. Failure to comply with this policy shall entitle us to terminate your booking and stay at the Hotel at our sole discretion and you must leave the Hotel immediately without compensation or reimbursement. You shall be liable for any costs, loss or damage to the Hotel room, premises or property, or incurred by Hotel guests or third party, arising from your failure to comply with this policy and Tune Hotels reserves the right to charge you for any such costs, loss or damaged incurred by Airlie Arms Hotel or any Hotel guests or third party.

## **EXCESSIVE HOUSEKEEPING FINES**

Excessive Housekeeping is defined as any housekeeping situation that is not considered part of the housekeeping staff's normal daily routine. This includes items such as fire extinguisher powder, clumps of mud, foodstuffs, bodily fluids in public areas, rooms, or apartments, and trash that has not been disposed of in the designated bins.

These fines do not always reflect the time and material necessary to complete cleaning tasks, but act as a deterrent against future Excessive Housekeeping problems. Excessive Housekeeping occurrences and fines are determined by the Hotel Managers. These fines are imposed on rooms on an escalating basis.

Following are examples of incidents that often result in Excessive Housekeeping Fines:

- Body fluids: (blood, urine, mucous, feces, vomit)
- Broken glass
- Carpet and upholstery damage
- Cigarettes and debris
- Confetti/glitter
- Deliberate floods
- Fire extinguisher debris
- Food/trash left in sinks
- Graffiti
- Liquid spills
- Mud