

Hotel Policies and Guidelines for Enjoyment by all

No Smoking:

The Crowne Plaza is a non-smoking hotel. This policy includes cigarettes, cigars vaping, and the lighting of incense in all guest rooms and public areas. Smoking is permitted only in designated areas, such as the front outdoor patio, the fire pit, and Jackson's Bluff Rooftop bar. Please note that smoking is not allowed at the pool or in the outdoor courtyard area. If smoking occurs in guest rooms, a \$250 deep cleaning fee will be added to your bill.

Quiet Enjoyment:

We want to ensure that all our guests have a pleasant and peaceful stay at our hotel. Therefore, we have a strict policy regarding noise disturbances. If we receive a formal complaint about excessive noise from your room, you will be given one warning to immediately reduce the noise. If a second complaint is filed, we will have to involve the police, and you will be asked to leave the hotel without a refund.

Excessive Housekeeping Deep Cleaning Fee:

A deep cleaning fee starting at \$250 depending upon the severity of the deep cleaning required will be charged if the following items occur in your guest room. Use of Candles or incense, excessive trash, glitter, Rose or flower petals on the carpet.

Use of Facilities by Children:

An adult must accompany children under 16 years of age to use the swimming pool, the outdoor courtyard, and the fitness center.

Pet Policy

We have a limited number of pet-friendly rooms available, specifically designated on the 2nd floor of our hotel. We welcome small dogs under 50 lbs., with a maximum of two dogs per guest room. Upon arrival, all pet owners are required to stop by the front desk to sign a waiver of liability form.

Please note the following guidelines to ensure a pleasant stay for all our guests:

Dogs must not be left alone in guest rooms.

Housekeeping will only enter your room to clean it if your pet is contained in a pet carrier.

Excessive barking will be considered a violation of our guest's quiet enjoyment policy. One warning will be issued before eviction.

There is a mandatory, non-refundable pet fee of \$75, which will be added to your bill. Failure to register your dog or having a dog in a non-designated pet room will result in a deep cleaning fee starting at \$250. Additionally, if your dog has any accidents in the guest room that result in undesirable smells or odors, a deep cleaning fee will also be charged.

\$100 Incident Hold

We wanted to inform you about the incidental hold associated with your stay. Upon check-in, a \$100 incidental hold will be placed on your credit card. This authorization allows you to charge expenses such as restaurant, bar, and marketplace purchases directly to your guest room. Additionally, if applicable, the daily \$12 parking fee will be deducted from this incidental hold. The hold also serves as a deposit to cover any potential damage to the hotel or your room during your stay. Any unused balance will be credited back to your account upon checkout. Please note that the timeframe for the release of these funds varies by bank, and it may take between 3 to 10 business days for the funds to be returned to your account. The hotel releases the hold upon your checkout, but the actual return of funds is managed by your bank. If you have any questions or need further assistance, please feel free to reach out.

Thank you for your cooperation. We look forward to making your stay with us as comfortable and enjoyable as possible.