

SONORAN SUITES GUEST POLICIES

Scottsdale, Tucson, Palm Springs, San Diego, Las Vegas, Mesquite

Office: 480-607-6665, **Fax:** 480-607-6669, **Toll Free:** 1-888-786-7848, **Web site:** www.SonoranSuites.com

Office Hours: Mon-Fri: 9AM-6PM, Sat: 10:30AM-3PM, Closed Sundays & Major Holidays

PLEASE SIGN AND RETURN VIA FAX TO 480-607-6669 AT LEAST 3 DAYS PRIOR TO CHECK-IN.

Your reservation is confirmed; this completed form must be kept on file in the case of incidentals. Online check-in is available 3 days prior to arrival.

The term "Guest" is defined as any person occupying or intending to occupy a unit at Sonoran Suites (regardless of whether a signature appears below.) The term "Sonoran Suites" as used herein refers to Sonoran Suites of Scottsdale, Tucson, Palm Springs, San Diego, Las Vegas, and Mesquite, its agents and authorized representatives. By placing a reservation, Wholesaler and/or Guest expressly agrees to and accepts all Sonoran Suites policies. Please read this agreement in full. Please check for policy updates on our company website www.sonoransuites.com, as these will also apply. Failure by the guest to supply this form does not constitute a cancellation or negate any cancellation penalty provided herein, but may prevent Sonoran Suites from supplying check-in unit information prior to arrival.

USE OF PREMISES

1. Sonoran Suites or its agents reserves the right to enter premises for the purpose of making necessary repairs, maintenance, housekeeping, improvements, supply necessary services, or in the event of an emergency.
2. Sonoran Suites requires "quiet hours" on premises between 10 p.m. - 8 a.m. Occupancy and use of premises shall not be such as to disturb or offend neighbors. Sonoran Suites provides a quiet neighborhood environment and may at its discretion, terminate this agreement and ask disruptive Guest(s) to vacate the premises with no refund. Guests are required to control the volume of stereos, TV's, musical devices, and loud conversation to the extent that they do not disturb neighbors or other guests. Noisy or disorderly conduct will NOT be permitted. Management is sole judge of acceptable noise levels.
3. Each unit is provided with a specified number of bed and bath linens. Additional rental equipment or linens, if available, may require a deposit or ID. Each unit in Scottsdale, Tucson, Las Vegas, San Diego and Palm Springs includes a washer and dryer for Guest use.
4. Guest must contact the office if any broken or missing items are noticed upon check-in. If an item is found to be broken or missing, it will be replaced, if in stock at property location. If not in stock, every feasible attempt will be made to replace such item in a timely manner. It may not be possible to replace broken or malfunctioning electronic items during guest's stay. Sonoran Suites will not be held liable if an item could not be replaced during a guest's stay or if guest uses such an item and injury results.
5. Guest agrees that the premises will be occupied by no more than the maximum number of people per unit allowed by Sonoran Suites. Guest will be charged for the additional guests, this includes complimentary upgraded suites.
6. Guest agrees not to alter, rearrange or remove any furnishings in or outside unit without management's consent.
7. Guest shall be responsible for unit and its contents during their stay and upon departure. Guest is responsible for payment and authorizes the credit card on file to be charged for any lost, missing, or damaged items at 20% replacement fee plus cost of item. Please keep all windows and doors locked and make sure all doors and windows are secure upon departure. Lost or misplaced keys and/or lockbox must be brought to the immediate attention of Management. Units in Scottsdale and Palm Springs include the use of a cell phone with an allotment of minutes. Lost phones must be brought to the immediate attention of Management, guests will be held liable for replacement of phone and any lost services.
8. Guest shall inspect and be familiar with proper use and application of items provided in unit, prior to using them. Guest hereby agrees to indemnify and hold Sonoran Suites harmless from any and all claims including those of third parties, arising out of or in any way related to Guest use of premises or the items of personal property provided therein.
9. Guest shall leave premises in a locked, clean, undamaged condition. In the event of non-compliance, a cleaning charge will be assessed to Guest credit card on file. Please refer to departure instructions posted in unit.
10. Please be advised that along with the beautiful Southwest scenery, you may be visited by spiders, crickets, scorpions, snakes, coyotes and other animals or insects. Suites are treated regularly to control any insects; however, Sonoran Suites assumes no liability for such encounters.

RESPONSIBILITY Sonoran Suites does not accept responsibility for losses or additional expenses due to delay or changes in air, rail, road, sea, quarantine, sickness, illness, disability, strikes, war, weather, acts of God, or other causes including business or personal loss. Such losses and expenses will be borne by the Guest. Travelers Insurance is highly recommended. In order to assist Guest properly, Guest is responsible to notify Sonoran Suites in the event of a problem or discrepancy with the unit or services rendered, as they occur. Sonoran Suites cannot be held responsible for circumstances or general property related issues which are out of their control (i.e. main water break, power failure, closed pool, renovations, etc.)

PERSONAL SAFETY Pool, fitness center and other amenities are available for Guest enjoyment, with no lifeguard/observation. Observe rules posted at each location. Sonoran Suites is not liable for any Guest injury or property damage unless out of the negligence of Sonoran Suites.

AGE POLICY Persons less than 25 years of age are prohibited from making a reservation, or occupying a unit without an adult chaperone. Children under the age of 18 must have adult supervision at all times, including the pool.

VEHICLES Reserved and/or unreserved parking will be provided to Guests. Vehicles parked in unauthorized spaces, and illegally parked vehicles will be towed at owner's expense. Motorcycles, bicycles, and skateboards must not be driven, ridden, or parked on sidewalks, landscaping, or in apartments. Please limit drive speeds on Properties to 10 m.p.h. Campers, RV's, and trailers are prohibited. Gas, tax, insurance and upgrades are not reserved through Sonoran Suites on a rental vehicle are the responsibility of the guest. Cancellations of confirmed rental car reservations made through Sonoran Suites are subject to a \$25 fee per vehicle until 14 days from check-in, at which time rental car reservations are non-refundable.

DAMAGES to unit or its contents are subject to a 20% replacement fee, plus item cost. Guest is responsible for any property damage, accident/injury to any person or loss sustained by any person (including loss of money, jewelry, and other items of personal property) arising out of or in any way related to Guest use of the premises, or the items of personal property provided by Sonoran Suites. Guest gives Sonoran Suites permission to charge Guest's credit card account for such damages.

MAINTENANCE SERVICE is available on a weekly basis (non-emergency); essential maintenance is provided 24-48 hours from management advisement. Please note that if you call at or after 3 pm, it may not be possible to take care of a non-emergent maintenance case until the next weekday.

Guest Initials: _____

NO SMOKING & NO PETS For the comfort of all future Guests, Sonoran Suites does not permit smoking and pets in units (smoking is permitted on patios & balconies). In case of non-compliance, Sonoran Suites will assess a \$250 cleaning fee to Guest credit card on file.

NO UNIT GUARANTEES Sonoran Suites will make every attempt to accommodate specific unit requests. However, we cannot guarantee specific units, levels, or views for most reservations. Based upon availability, guarantees may be obtained for an additional charge.

CUSTOM BED TYPES Any combination of 2 twins or 1 king-size bed is available for each bedroom. Advance notice of at least 72 hours is required.

DAILY MAID SERVICE is not included in nightly rates but is available for an additional charge. A 72 hour notice may be required. Please contact a Sonoran Suites representative for details. Please allow 48 hours notice to cancel previously scheduled cleanings to avoid charge. Maid service hours are 9:00 AM – 5:00 PM, Monday - Friday. Gratuities for Maid Service are not included in the rate but are appreciated.

WEEKLY MAID SERVICE is provided for Guests staying a minimum of 7 nights (exceptions for certain discounted rates may apply). Complimentary housekeeping holds no refundable monetary value. Maid service may be forfeited without refund on scheduled service date if maid is unable to clean unit, or portion thereof, due to Guest or due to lockbox key missing from door. Any Guest changing units during the stay will be charged a \$50 cleaning fee.

CHECK-IN & CHECK-OUT

CHECK-IN is after 3 PM. Upon availability, Guest may check-in earlier. Please call our office to schedule an early check-in. Other guest's check-out date may be the day of your check-in, therefore resulting in a 3 PM check-in time. GUEST must contact our office for unit information up to **3 days** prior to scheduled arrival. Guest will receive Property Gate Code, Suite Number, Building Number, Parking Space Number, and Door Lockbox Code. Guest inspection of unit interior is encouraged immediately after check-in, inventory missing or broken must be reported within 24 hours.

CHECK-OUT is at 10 AM. Upon departure, Guest unit keys (2 sets) must be left on the kitchen counter where they were originally found upon check-in and guest is responsible for locking up the suite(s) and returning the original entry key (1 set) into the appropriate lockbox. Please note that there is a \$50 fee for each unreturned key. Personal property remaining after scheduled check-out will be removed and disposed of without accountability. Please check your unit thoroughly before departure. All incidentals incurred and outstanding at check-out will be charged to Guest credit card on file.

LATE CHECK-OUTS are defined as check-outs after 10 AM, OR keys not remaining in unit by check-out time and lockbox key returned to lockbox, OR, personal property remaining in unit after scheduled departure. Housekeepers are scheduled to arrive upon 10 AM on your check-out date. It is Guest's responsibility to obtain late check-out permission prior to departure. Late Check-outs, if available, will be charged accordingly:

After 10:30 AM = 1/2 Day Rate After 1:00 PM = Full Day Rate

EARLY DEPARTURES, LATE ARRIVALS & NO SHOWS There will be no refund or credit for any early departures, late arrivals or no shows.

PAYMENTS

A **DEPOSIT** is required to make a reservation; any remaining **BALANCE** is due fourteen (14) business days prior to check-in. Sonoran Suites reserves the right to secure the remaining balance at an earlier date if necessary. Visa, Master Card, American Express and Discover are accepted. Travelers, cashiers and personal checks are also accepted. All payment types are required to be in the form of United States dollars. Groups of 12 or more golfers or reservations totaling \$10,000 or more require payment in full 31 days prior to arrival by personal check or cashier's check only, at which point the entire reservation is non-refundable. Balances over \$10,000 paid by credit card are subject to service fees. Late charges will be 5% of the reservation per day, until paid in full. Returned checks are assessed a \$40 fee and all future payments will be required on credit card or with cashier's check. Golf and lodging rates are valid and agreed upon at the time of booking and cannot be adjusted for any promotions offered at a future date.

CANCELLATIONS & DATE CHANGES

THIRD PARTY RESERVATIONS must be changed or cancelled through the vendor and are subject only to the policies provided by the vendor.

CHANGES Date changes, if available, are subject to a \$75 per unit fee. If unavailable the standard cancellation fees apply. A \$10 charge (\$25 charge for groups of 12+ people) will be assessed for each golf or activity change. Cancellation fees below will apply to the original check-in date of a reservation.

CANCELLATION FEES apply to all confirmed reservations booked with Sonoran Suites, based on the date the cancellation is received in writing:

Standard Room Reservations & Golf Packages With 11 or Less People:

31 or more days prior to check-in date	\$75 processing fee per unit of reservation (12 nights or less)
	\$100 processing fee per unit of reservation (13-28 nights)
	\$350 processing fee per unit of reservation (29 nights or more)
15 - 30 days prior to check-in date	100% of the required deposit, regardless of the amount processed
14 days or less prior to check-in date	100% of the reservation total, regardless of the amount processed

Activities, rental cars and golf tee times are non-refundable within 14 days of check-in for groups of 11 people or less and within 31 days from check-in for groups of 12 people or more but are subject to individual golf course policies, including but not limited to, course closure. Changes or cancellation for each confirmed tee time or any other activities are subject to a \$10 per person fee (\$25 groups of 12+ people). Certain deposits for scheduled activities and service fees are non-refundable in the event of cancellation. **Golf vacation package groups of 12 people or more are non-refundable within 31 days of check-in, at which time full payment is due.** Any final balance due or paid in advance of check-in at the request of guest, according to policies or for discounted rate structures are non-refundable, balances paid in advance for groups of 12 or more people are also non-refundable. Payment and receipt of your deposit indicates your agreement with all cancellation policies and fees.

Guest Initials: _____

INCIDENTAL CHARGES/BALANCE DUE Sonoran Suites requires that all Guests provide a major CREDIT CARD prior to arrival for incidental charges including but not limited to damages, missing items, long distance phone calls, tax rate changes, any outstanding balance due the day prior to arrival and theft. A \$35 departure fee will be assessed for all reservations made through internet booking engines to cover the cleaning of the unit after check-out. **Guests paying individually must furnish payment information at least 14 business days prior to check-in.** A major DEBIT/CHECK CARD may be accepted subject to management approval. All credit and debit/check cards submitted for incidental charges are subject to a pre-authorization of up to \$400 prior to receiving check-in information. The pre-authorization will be released upon inspection of the unit after check-out. Cancellation policies still apply to Guests not complying with this requirement. The name on the credit or debit/check card must match the name of Guest on the reservation and signature on the guest policies for reservation to be valid unless approved by management. In most cases, incidental charges will be applied to the Guest card on file within 7 business days of reservation departure date. A written explanation of charges will be mailed to the guest address on file upon request. Merchant services disputes resulting in a decision in favor of Sonoran Suites will be assessed a \$25 fee.

TRAVELERS INSURANCE Sonoran Suites encourages - but does not sell - Travelers Insurance to protect guest in the event of cancellation. Guest assumes all risk for any injury, damage, loss, accident, delay, irregularity or other loss relating to recreational activities, facilities, services, or vouchers and holds Sonoran Suites harmless with respect thereto.

This agreement is the entire agreement between parties. Sonoran Suites representatives have no authority to waive, revise, or terminate this agreement. If any portion of this agreement is determined to be invalid, the remainder shall be effective and remain in full force. The terms, conditions, and provisions of this agreement shall be governed by and construed in accordance with the laws of the state of Arizona. Guest agrees to reimburse Sonoran Suites for any and all attorneys' fees and costs associated with enforcing any provision of this agreement. If you would like details regarding these or any policy and guest service provided by Sonoran Suites, please see a Sonoran Suites Directory located in each unit.

GUEST IS REQUIRED TO FAX TO (480) 607-6669 OR EMAIL SONORAN SUITES THE FOLLOWING PRIOR TO ARRIVAL:

1. **SIGNED GUEST POLICIES**
2. **CREDIT CARD – legible copy of front and back of valid major credit card on file for incidentals**
3. **PHOTO ID – legible copy of front and back of a valid photo ID**

Guest signature acknowledges that Guest has received, read, and agreed to all Guest Policies of Sonoran Suites (pages 1-3) and Sonoran Suites General Information (page 4)

Guest Signature	Date	Print Name	Phone Number
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Guest Current Address	Street	City, State, ZIP
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Billing Address on Credit Card (if different than above)	Street	City, State, ZIP
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Credit Card Number	CVV Code*	Name as it Reads on Card	Exp. Date
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*CVV Code is the 3 digit code from the back of your MC, Visa or Discover Card or the 4 digit code from the front of your American Express Card.

Guest Initials: _____

SONORAN SUITES GENERAL INFORMATION

- **Check-in: 3:00 pm or later.** This is very important due to prior guests checking out the day you arrive. We need this time to clean and prepare your suite(s) for arrival.
- **Lockbox Instructions:**
 - The lockbox located on the door of your unit contains a key, please use this key to enter. Two additional sets of keys are located on the kitchen counter. Notify Sonoran Suites immediately if any keys are missing upon check-in.
 - Enter the lockbox code that you were provided prior to check-in.
 - Push down the BLACK open button. Pull off lid of lockbox to access key.
 - Open front door and return key to the lockbox.
- **Check-out: 10:00 am.** Completely lock up suite, return key sets to kitchen counter and return lockbox key to door. Prompt check-out is required so we may prepare for guests checking in the same day to your unit. Please refer to your Guest Policies Form for Late Check-Out Charges.
- **Check-out Instructions:**
 - Tidy up suite including taking excessive trash to trash containers on property (refer to last page in Guest Manual), and loading unclean dishes to the dishwasher.
 - Lock all windows and doors. Turn off all TV's and fans.
 - Turn Thermostat to OFF so the heating or air conditioning is shut off.
 - Return all key sets to the kitchen counter. Lock up suite with the lockbox key and return to the lockbox on door by using the code given at check-in.
- **All of our suites are non-smoking.** Non-compliance fee is \$250. Smoking is allowed on the patios with all doors and windows closed.
- **Quiet hours** are between 10 pm and 8 am.
- **Daily Housekeeping** is available for an additional cost. (Housekeeping not available on holidays.)
 - 1 Bedroom Suite \$40 per day
 - 2 Bedroom Suite \$45 per day
 - 3 Bedroom Suite \$50 per day
 - Towel Service \$12/set of four
- **Maintenance hours** are 9 am to 3 pm weekdays. Please call Sonoran Suites at 888.786.7848 immediately with any maintenance issues. If you call after 3 pm, it may not be possible to fix a maintenance item until the next business day, with the exception of an emergency including: air conditioning or heater not working, running water leak or no working toilets in your suite.

ADDITIONAL SERVICES

- **Extended Cable Television and Internet (availability at locations will vary)**
 - Extended cable and high speed internet available starting at \$50 each or package from \$95. A 72 hour advance notice may be required.
- **Rentals (availability at locations will vary)**

○ Rollaway	\$20/night	<u>Car Rentals (locations will vary; subject to change)</u>	
○ Full-size Crib	from \$40/night	Compact	from \$58/day \$320/week
○ Highchair	from \$12/night	Intermediate	from \$63/day \$355/week
○ Stroller	from \$30/night	Full-Size	from \$69/day \$390/week
		Mini Van	from \$98/day \$585/week
- **Grocery Service**
 - Cost of Groceries plus 25% service fee. *Please give 72 hour notice, available at Scottsdale location only.
- **Golf Tee Times**
 - Call for a free price quote. We can secure a tee time for you up to 120 days in advance.

THANK YOU FOR CHOOSING SONORAN SUITES!

Guest Initials: _____