

Service Agreement

Manti's Upper Room

You as the Guest of Manti's Upper Room (MUR) accept the full responsibility and compliance of the following agreement as defined below. We reserve the right to adjust any or all portions of this agreement at any time. We also reserve the right to adjust the prices at any time.

Policies and Procedures:

Guests are responsible to treat the space and furnishings with respect and are responsible to pay for any damages to the property.

There are many valuable items contained in MUR. To protect us if there is anything missing or damaged, there will be a \$100.00 security deposit that will be used to pay for any of those missing or damaged items. More details will be found in the Reservations and Expenditures section.

Restrictions:

Accessibility Chair:

An accessibility chair is available for people that have ADA needs to get up and down the stairs. Under no circumstance is this chair to be used as a toy by anyone. There will be an additional charge if the chair is damaged in any way from misuse.

Alcohol:

Alcohol is not provided by MUR. However, responsible consumption of alcohol is allowed. For Guests abusing this privilege (as determined by MUR), Guests will be asked to leave immediately without any refund.

Combustibles:

The burning of any type of combustible is not allowed in MUR. This includes but is not limited to, candles, incense, etc.

Cooking:

Kitchen is fully equipped and is available for light cooking. Heavy cooking which includes using stove is available with an additional charge for maid work. If you wish to clean up on your own this fee is waived, please contact us for more information about using the kitchen if you have questions.

Coolers and Ice Chests:

Coolers and Ice Chests are not allowed, this is because there is a full refrigerator for your use.

Food and Beverage Consumption:

Food and Beverages are not allowed in the bedroom and should be kept to the table area. No hot pans or drinks are to be put directly on wood surfaces. There will be a charge for damage to the furniture.

Pets:

No pets are allowed.

Smoking:

Consumption or use of cigarettes, e-cigarettes, etc. are not allowed on the premises. MUR is a 100% smoke free environment. MUR takes this restriction very seriously. This includes inside the home and anywhere outside within 25 feet of the structure. If a Guest smokes in any part of the

space, they will be asked to leave immediately without a refund and be responsible for a two (2) night room fee (for loss of room use while the room is being cleaned), and a minimum charge of a \$200.00 cleaning fee.

Quiet Time:

Quiet time is between 10:00pm and 8:00am.

Reservations and Expenditures:

Confirmed reservations require the following:

- An Authorized Credit/Debit Card Number
- Payer Signature on this Service Agreement

Upon reservation, Guests are responsible for payment of entire reservation regardless of arrival or departure times.

- \$150.00 for the first night double occupancy plus
- \$100.00 Security Deposit, total of \$250.00 at time of reservation plus
- \$100.00 per consecutive nights plus
- \$10.00 charge per each additional occupant per night

Beginning at 0000 hours on first day of reservation, Guests are financially responsible for entire reservation, regardless if guest terminates stay early for any reason.

Innkeeper reserves the right to cancel any reservation, at any time, with full refund of any money paid by guests.

Check in time is between 3:00pm to 8:30pm. A \$30.00 per hour or part thereof will be charged for check-ins before 3:00pm or after 8:30pm unless prior arrangement has been made.

Check-in Procedure:

- Guest will complete a copy of this Service Agreement by signing and dating it.
- Guest will need to present the credit card that was used to make the reservation.
- Guest may be required to present government issued photo identification.

Check-out Procedure:

- Ensure outside door is locked when leaving.
- Bring guest room key to desk.
- Guest ensures they have received final copy of paid invoice.
- Guest will be charged a \$30.00 fee for lost or missing keys.

There is a detailed list of rental rates that may be found on the MUR Cost page on our website www.mantiupperroom.com. These rates are subject to change at any time without prior notification.

The \$100.00 Security Deposit will be returned after the reservation if the space is left clean and in good repair. Partial or full deposit will be withheld for broken items, theft, vandalism, excessive neglect or rough treatment.

Payment will be received through the same credit/debit card used to make the reservation and will be charged in full at the time reservation becomes confirmed.

Cancellation Policy:

All fees assessed herein will be charged to the credit/debit card used to make the reservation. For cancellations of reservations prior to fourteen (14) days of stay the Guest will be responsible for a thirty dollar (\$30) administrative fee.

For cancellations of reservations occurring within fourteen (14) days of stay the following policy applies:

- For stays of one (1) or two (2) nights, the Guest will be responsible for a fee of one (1) night rate per room.
- For stays three (3) nights or longer, the Guest will be responsible for a fee of one-third (1/3) the total reservation.
- No refunds for early departures.

For reservations not canceled and not honored, Guests will be responsible for the entire reservation.

Responsibility for Children:

MUR is an upstairs rental that has stairs and floor-based windows. Because of this, we warn against leaving children under the age of sixteen (16) alone in the apartment without adult supervision. Your children are your responsibility, if they are injured in any way MUR is not responsible for the cost that may be incurred due to their injuries. MUR does not offer or provide any babysitting or child-care services.

The Guest accepts full and complete responsibility for their child's behavior and will not hold MUR liable in any way and will indemnify and hold MUR harmless.

Accountability:

Innkeeper reserves the right to terminate the balance of any guest's stay without refund for any behavior that is in violation of this Agreement, or that disrupts the operation of MUR. Guests asked to leave will be charged for the entire reservation. Other fees may be assessed related to missing or damaged property, cleaning fees, loss of room use fees as appropriate and determined by MUR.

The security features in place at MUR are meant to deter causal interlopers and are meant to ensure Guests' safety and provide Guests' privacy. Guests will not hold MUR liable for any damaged or missing Guests' property or valuables, or for Guests' safety.

It is the Guests' responsibility to inform the Innkeeper of any special health issues or concerns they have that the innkeeper would need to be made aware of to insure the health and safety of the Guests' stay.

Acceptance of Conditions:

Guests' name (print legibly):

The Payer or responsible adult signature is required below and constitutes an **acceptance of all conditions** described herein.

Payer's Signature Date: _____