

POLICIES AND PROCEDURES

Department:	Policy #	Date Issued	Date Reviewed	Date Revised
Administration	OLR2014	10/7/14	5/31/19	6/5/19 7/31/19
Subject :	Dept. Head:			Date:
Holiday Reservations for Guest Rooms/Suites	Approved: <i>Annette Jones</i>			Date: 7-31-19

POLICY: It is policy of Sherwood Oaks to equally distribute guest rooms and/or suites over holiday periods to residents.

PROCEDURE:

Guest rooms/suites may be reserved up to one year in advance of a holiday. Only **two** guest rooms may be reserved per resident/patio home within a *holiday week. If guest rooms are available and not reserved by another resident 7 days prior to the 1st day of occupancy, additional rooms may be reserved.

*A holiday week is defined as two days prior to the holiday and two days after the holiday.

- o Example - Christmas is December 25th: December 23rd – 27th would be considered a holiday week.

Holidays include: New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, July 4th, Labor Day, Thanksgiving, Christmas Eve & Christmas Day.

- Please be aware that Sherwood Oaks is a non-smoking campus and pets are not permitted anywhere in the Oak Lodge or in the suites.
- There will be nominal fee for check-outs after 12:00 PM.
- Cash and checks are accepted. Credit cards and/or Canadian checks are not accepted at Sherwood oaks at this time.
- No-show charge: A nominal fee (per room) will be added to the resident's bill if their guests do not show up for their reservation.
- A nominal fee (per room) will be added to the total bill for changes made to reservations within 5 days of the check-in date. This includes cancelling at the last minute but does not include staying extra days once checked in.
- Please respect others while staying in either the Oak Lodge or the Suites; quiet time is implemented at 10:00 PM.
- Exceptions will be made for memorial services.

PROCESS:

The receptionist will check for availability. If there is availability, he/she will ask for your information, fill out a guest room reservation form and enter it into the computer.