

Group Code of Conduct

Thank you for selecting our hotel for your accommodations while in Hamilton, Ontario. To ensure the safety and comfort of all hotel guests during this time, we have clarified some of the hotel's guidelines below. As the adult(s) are responsible for safety and welfare of the youth, we think that you will find these guidelines both helpful and reasonable to ensure all guests in the hotel have a pleasant stay.

Please take a few moments to review the following information.

- To ensure the enjoyment of all hotel guests, we ask that you refrain from using the hotel lobby and common areas for team meetings and/or events.
- Room keys will be given to chaperones/coaches and or registered adults at check-in only. No room keys will be issued to anyone under the age of 18.
- Fire alarms are to be used only in case of a true emergency. Any false alarm will be investigated by the local Hamilton Fire Department and the cost of responding to an intentional false alarm will be passed on to the person(s) responsible for the false report.
- There is no running, shouting, roughhousing or horseplay accepted while on the hotel property. This includes hallways, lobby areas, stairways, elevators, food service areas and guest rooms. **QUIET HOURS:** 10:00 p.m. to 8 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls.
- Cleats are not to be worn inside the hotel at any time.
- Elevators are to be used for the sole purpose of transporting guests and their luggage to the appropriate floor of the hotel. Misuse and horseplay will not be allowed.
- Towels for the Fitness Room and Pool are in those facilities. Towels from guest rooms are not to be taken to the Pool or Fitness Room.
- Pool and Fitness Room hours and guidelines are provided at check in. All rules and times will be enforced to allow efficient operation of the hotel and for the comfort and safety of all guests.
- Smoking in a non-smoking room will result in an additional \$500.00 cleaning charge.
- Check-out time is 11 am and must be honored to avoid charges for an additional day.
- **NO IN-ROOM PARTY:** The TownePlace Suites enforces a No In-Room Party Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guest(s) is responsible for all persons visiting. Non-Registered visitors are only permitted until 10:00 P.M. If found with more "people" not listed on the Guest Registration Form after 10:00 P.M. your stay will be considered a party. You will be ordered to vacate the premises without refund and will be charged Guest Compensation Disturbance Fee.
- **ALCOHOL POLICY:** Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room. Alcohol is not allowed in public areas such as the lobby, halls, etc.
- Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities. As a registered guest, you are responsible for your visitor at all times.



- **ENFORCEMENT:** All staff is trained and required to respond to potential violations of our Hotel Policy/House Rules. Guests who refuse to abide by the reasonable standards and policies established by the TownePlace Suites for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund.
- In addition to the room charge, a minimum \$50.00 cleaning fee per room will be charged for infraction(s) of our Hotel Policy/House Rules as determined by the hotel Management.
- Please note that the hotel must comply with all local, regional and federal health and safety guidelines as well as the Innkeepers Act. This may result in some services or facilities modified or not available at any time.
- **Unsupervised Children:** Anyone under the age of 18 is not considered an adult. Under no circumstances are children permitted in the fitness center or pool unless accompanied by an adult. Children must be accompanied by adults at all times in the hotel.
- **Don't take it out on our staff** – The hotel values the safety and security of all, including employees, with a zero tolerance policy for physical or verbal threats, harassment or interpreted abuse. The hotel does not tolerate verbal or physical abuse of any kind.
- If you have any special needs or requests for your group, please just ask. We will make every effort to accommodate you. Extra copies of these rules were available at Guest Services.

Thank you for staying with us and compliance with the Hotel's policies and guidelines. We hope that your event is successful and that you enjoy your time in Hamilton.

