

# Hotel policies



**2026**

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## IN-HOUSE RULES OF THE BAYSIDE BOUTIQUE HOTEL

### Welcome to Bayside Boutique Hotel

To ensure a comfortable and enjoyable stay for all guests, we kindly ask you to review and comply with the following in-house rules and hotel policies. By checking in, you agree to these terms.

#### BEFORE START

Before the start of your stay at Bayside Boutique Hotel, you must agree to our house rules. You will be required to sign our registration card at check-in. Alternatively, you can check in and sign online to speed up the check-in process.

#### REGISTRATION

All guests staying at Bayside Boutique Hotel must be registered with valid identification (passport for foreigners/sedula or driver's license for locals).

- The minimum age to check-in is 18 years old. If you are underaged and you are not accompanied by someone age 18 or older, Bayside Boutique Hotel reserves the right to evict you from the hotel.
- Absolutely no unaccompanied minors are allowed in the hotel.
- The guest who accompanies the underaged person is responsible for their behavior, which will be subject to the terms and conditions stated in these House Rules.
- The credit card listed must be in the guest's name. At check-in, the Front Desk team will verify the credit card physically.
- At check-in a pre-authorization of 250 USD as a deposit is placed on your credit card - this is released two days after check out..

#### PAYMENT

We charge 50% of the reservation amount at the time of booking and the remaining 50% 14 days before arrival. The payment must be processed on arrival before the keys are given to you.

#### ROOM BILL

Please note that it is only possible to charge your restaurant bill to your room when a valid credit card is listed.

#### PRICES

- All prices mentioned in this policy are in USD including taxes.

#### ARRIVAL AND DEPARTURE

Check-in time is 3 PM. Check-out time is at 12 PM.

- If you would like to request a late check-out, please consult the Front Desk members. A late check-out cannot be guaranteed.
- For a late check-out until 2 PM a fee of USD 25 will be charged.
- For a late check-out until 4 PM a fee of USD 50 will be charged.
- For a late check-out until 6 PM a fee of USD 100 will be charged.
- If no request has been granted and a late check-out occurs, we will charge USD 150.

#### LIABILITY

Bayside Boutique Hotel is not responsible for any loss or damaged belongings.

Bayside Boutique Hotel does not return any lost property by post but will hold it for three months.

#### PROHIBITED

- Flammable and explosive materials and objects with an unpleasant smell are strictly forbidden on the premises. This also means candles in the hotel rooms are not allowed.
- Drugs and other illegal substances are strictly forbidden on the premises.
- Firearms, ammunition and other weapons are strictly forbidden on the premises.

#### NON-SMOKING

Bayside Boutique Hotel is a smoke-free hotel. In case of smoking in the room, we will charge USD 250 for thorough cleaning of the room.

#### RESPECT

Please respect other hotel guests and the Bayside staff. Breach of this rule, Bayside Boutique Hotel will immediately evict you from the premises.

- Parties, loud music and noises disturbing other guests' tranquility after 10 PM is prohibited. If these rules are not abided, you may be fined up to USD 250,- for each instance of disorderly conduct as per hotel regulations. This can also cause the presence of the police, energy cuts and if the conduct

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is repeated you can be expelled by the administration.

- Please dress appropriately while entering public areas, e.g. no swimwear, nightwear, or underwear in the lobby and restaurant area.
- Please do not hang towels, clothing, diving gear over the balconies.

## CLEANING SERVICE

- During your stay, you will receive cleaning service daily. You are welcome to decline this service if you wish.
- After declining service two times, the Housekeeping team or Front Desk team will enter the room on the third day.
- Please note that only towels put on the floor will be changed.
- The do not disturb sign must be removed by 2 PM to guarantee same-day service.
- We offer a turndown service between 6.30 PM and 8.45 PM. Should you not require the turndown service, please make use of your do not disturb sign during this time.

## HOTEL ROOMS & SUITES

- Please handle room equipment and furniture with care. For intentional damages or pollution, a fee will be charged.
- All our rooms are equipped with an electronic safe for our guests.
- The room inventory (pillows, blankets, tv, etc.) is only intended for your use in the hotel room. You are kindly requested not to take them out of the room. In case of misuse, a fee will be charged.
- Please make sure to close doors and water taps and turn off lights and air conditioning upon leaving the room.
- In case of damaging or severe staining of our linen, we charge USD 25,- for the bedding and USD 12.50 for each towel or pillowcase.

## HOTEL ITEMS

- Upon check-in in you will receive a towel card per person and one room key. These need to be returned upon check-out.
- You will receive two coffee cups per person daily from our Housekeeping team in your room. If you require additional cups, you may purchase them for USD 1 each at the hotel reception.
- A second room key is available. We place a deposit of USD 50,- on your room.

- Adapters (110v to 220v) are available. We place a deposit of USD 5,- on your room bill. Please note that the entire hotel operates on 220 volts. We are not responsible for the availability of transformers.
- We kindly ask you to return any borrowed items, such as adapters, irons, extra hangers, etc. to the Front Desk.

## HOTEL FACILITIES

- The use of hotel facilities, such as the pool and gym, is exclusively accessible for guests of the Bayside Boutique Hotel.
- At 10.30 PM the main building will be closed. You can enter your room via the side entrance of the hotel.
- The lobby and patio inventory are intended for use by all our hotel guests. Please be so kind as not to take anything into your room.

## HOTEL PREMISES

- We have security cameras on the hotel premises for your and our safety.
- Please limit the use of food and beverages bought off-premises to your designated hotel room area.
- We do not allow food and beverages bought off-premises in public areas such as the swimming pool, lobby, or restaurant.
- No pets allowed on the premises.
- We kindly ask you to not feed any animals you see on the premises.

## LOST ITEMS

- In case of losing a room key, please inform one of our team members. A fee of USD 50 will be charged for the replacement.
- In case of losing a towel card or a towel, USD 12.50 will be charged for the replacement.

## RESERVATION

- The guest may not concede the rights to the room to another person without the authorization of the Bayside Boutique Hotel.
- If you choose to extend your stay, please notify us 24 hours in advance of your departure date so that we can guarantee your booking. This prevents us from possibly having to move you to another room.
- If for some reason you have to terminate your stay before planned, keep in mind that we won't be able to refund your money. The Bayside Boutique Hotel will not refund or

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reassess the amounts paid if the guest leaves before the planned date.

## EXTRA PERSONS

Your reservation is based on two persons. Adding persons to your reservation is possible, based on your room type and availability of extra beds.

- Baby (0-2): We provide baby cots. Please inform us before your arrival. Costs are USD 25 per stay.
- Children (2-12): For children under the age of 12 a fee of USD 25 will be charged. An extra bed in the room is available upon request.
- Children (13-18): A fee of USD 30 per person per night will be charged. An extra bed in the room is available upon request.
- Adults: A fee of USD 30 per person per night will be charged. An extra bed in the room is available upon request.
- We do not charge a different (lower) price for 1 person reservations.

Even if you decide not to use an extra bed or a baby crib, these costs still apply.

A maximum capacity has been determined for each type of room. Children also count as individuals and must be registered at check-in with a valid passport.

## SPECIAL REQUESTS

If you have any requests regarding your stay at the Bayside Boutique Hotel, please let us know.

## SPECIAL OCCASIONS

We are honored that you decided to celebrate your special occasion at the Bayside Boutique Hotel. If you want to enhance your reservation, we kindly refer you to our celebration packages to upgrade your stay.

## Thank you

Thank you for your cooperation and enjoy your stay at Bayside Boutique Hotel. If you have any questions regarding the house rules, feel free to ask our team.

*Modifications and errors are reserved*