

UNWINEDAZ POLICY & PROCEDURE

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Policy/House Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating UnWinedAZ since 2018. These Hotel Policy/House Rules are considered a part of our reservation agreement with you. As our guest, by reading and signing your hotel registration you are agreeing to abide by all our Policy/House Rules, terms and conditions, and procedures. These Policy/House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between UnWinedAZ and the guest. Our Policy/House Rules may change from time to time, so please check back often.

100% SMOKE-FREE

UnWinedAZ is 100% Smoke-Free. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of essential oils or other strong-smelling plant-based essential oils or synthetic products in our facility.

This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. A Designated Smoking Area is provided outside and away from the building. **Marijuana is prohibited at all times.**

CANDLE, INCENSE, ESSENTIAL OILS:

Candle, incense, essential oils (*diffusing, vaporizing, etc.*) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS:

The safety of our guests, staff, and this facility is extremely important to us. Except for the microwave and refrigerator units provided, preparation of food in guest rooms by any type of cooking appliances is prohibited.

A minimum fee of \$300.00 will be charged for cooking in a room, including, but not limited to hot plates, toaster ovens, water heaters, rice cookers, combustible, open flame, barbecue grill, burners, heating appliance, or any other item intended for cooking. Open fires, flames, or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on hotel property.

GUARANTEED RESERVATIONS:

All reservations must be guaranteed with a valid major credit card. Guests must be 18 years and older. We accept Visa, Master Card, American Express, and Discover Card. Your credit card guarantees your reservations. Please make sure to receive a reservation confirmation number when you make a reservation. Reservations must be cancelled one week prior to your arrival date, in order to avoid a one (1) room night, plus tax cancellation fee. Reservations will be held until 11:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night, plus tax will be charged to your credit card and the balance of your reservations will be cancelled. UnWinedAZ is not responsible for weather conditions, personal emergencies, or schedule changes.

CHECK-IN TIME: 3:00 p.m.

EARLY CHECK-IN/PRE-REGISTRATION:

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 3 p.m. then Pre-Registration and payment may be required. Please contact us directly to make reservations and complete a credit card authorization form prior to your arrival (206) 226-8230 or email at unwinedaz@gmail.com.

CHECK-IN REQUIREMENTS:

Guests must be at least 18 years of age to check in. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (*State driver's license, passport, etc.*) at check-in. A valid, signed, and pre-approved credit card in the name of the guest registration is also required. It is your responsibility to fully understand the way your bank processes pre-authorizations and charges to your credit/debit card. Some banks hold pending authorizations for up to 30 business days.

PRE-AUTHORIZATION AT CHECK-IN:

We have required pre-authorized of credit cards/debit cards at check-in since 2018. A pre-authorization is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card for the full amount of your intended stay, plus tax. All credit/debit cards are pre-authorized at check-in. Pre-authorization is not a charge to your account, it is a hold on those funds. Once your actual charge is posted at check-out it can take anywhere from 24 hours to 30 days for the original pre-authorization to be removed by your bank. Generally, most banks release the hold within 3-5 days. It is your responsibility to be aware of how your bank handles all of your transactions, including pre-authorizations. We are unable to remove pre-authorizations directly.

GUEST REGISTRATION:

We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered (*AZ 37.111.130*). Information regarding your license plate/car description is also gathered at check-in for security.

CHECK-OUT TIME: Room rental period expires at 11:00 a.m. Additional day charge, plus tax may apply for late checkout.

CHECK-OUT PROCEDURE:

Check-out time is 11 a.m. If you require a later check-out, please contact us prior to the day of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

EARLY DEPARTURE:

Guests who check out of the hotel after 11:00 a.m. and prior to their scheduled departure date are subject to an early departure fee of one night, plus tax.

SPECIAL REQUESTS:

We will make every effort to honor special requests if possible. All special requests are noted on reservations and we will do our best to accommodate. However, the availability cannot be guaranteed in advance.

REFRIGERATOR:

Except for the refrigerator unit provided, preparation of food in the casita by any type of cooking appliances is prohibited.

PAYMENT: All reservations and registration must be guaranteed with a valid major credit card. We accept Visa, Master Card, American Express, and Discover Card. Pursuant to credit card agreements, credit cards are not valid unless signed by the cardholder. Credit cards must be signed. Cash (USD) payment is welcomed with a signed and pre-authorized credit card. All guests are required to present a valid major credit card and government issued photo identification even if guests are planning on paying in cash upon check-out. Checks and foreign currency not accepted.

CHECKS:

We do not accept checks.

DEBIT CARD/CREDIT CARD HOLDERS:

Your credit card is not valid unless signed. We will refuse an unsigned card. Your Debit or Credit Card will be pre-authorized at check-in for the full amount of your stay. The pre-authorization will HOLD the funds until check-out, at which time the amount actually incurred during your stay will be charged. If you change your method of payment at check-out or change the length of your stay, your bank may not post the changes to your account immediately. UnWinedAZ has no control over the policies of your bank and will not be held liable for any "insufficient funds" penalties or any other resulting fees or charges. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your debit or credit card. Some banks hold pending authorizations for up to 30 days.

DEPOSITS AND GUARANTEES:

There is a 50% deposit required to make an individual room reservation. The remaining balance will be charged upon your arrival.

RATES:

All rates are quoted in United States currency, plus tax. Rates may increase without notice. Rates as advertised on the UnWinedaz.com website or any other website or promotional material are subject to change at any time and may increase or decrease at the owner's discretion.

RIGHT TO REFUSE SERVICE: UnWinedAZ is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate Federal or State laws. UnWinedAZ has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our casita or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the State of Arizona and the owners for the operation and management of the hotel. UnWinedAZ will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by UnWinedAZ for the operation and management of our hotel.

QUIET HOURS: 10:00 p.m. to 8 a.m. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No running in the pool area.

VISITORS: No visitors after 10:00 p.m. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities including the Wi-Fi. As a registered guest, you are responsible for your visitor at all times.

CONTINENTAL BREAKFAST:

Our Continental Breakfast is free to registered guests only. Visitors may not join a registered guest for a free breakfast. If you desire a full hot breakfast, we are happy to provide you with a seasonal menu from Chef Corinne.

DISCOUNTS:

We do not offer discounted room rates for participation or employment in organizations such as AAA, AARP, government employees, etc.

CANCELLATION:

UnWinedAZ is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled forty-eight (48 hours) hotel time, prior to your arrival date, to avoid a one (1) night full room cancellation fee. If reservations are cancelled less than 48 hours before the arrival date, your credit card may be charged the full room charge plus taxes. If you cancel any reservation, you must obtain and save the cancellation number for your records.

NO SHOW CHARGES:

Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card. You will only be charged the first night, one (1) night's full room rate plus taxes and the balance of the reservation will be cancelled.

DO-NOT DISTURB AND ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe hotel experience, we provide regular housekeeping. The Housekeeping Staff is required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. Management reserves the right to enter a room with a known status of "N/A" for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policy/House Rules. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

CHILDREN: Well behaved children of all ages are welcomed. As the parents, guardians, or chaperones of children you are personally and legally responsible for and must always supervise them. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the property unsupervised. Children under the age of 13 are not allowed in the hot tub area without being accompanied and supervised by their parent/guardian/chaperone.

MAXIMUM OCCUPANCY:

Room occupancy requirements are based on fire code/fire safety restrictions. Standard Room maximum occupancy is 2.

If you exceed the maximum number of guests allowed, you will be asked to vacate the property.

ROOM KEYS:

Electronic Room codes are issued to the registered guest(s). No room keys are issued to youth under 18 at any time.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided between the hours of 9 a.m.-2 p.m. This is a 100 % NON-SMOKING property, including medical marijuana. Rooms are cleaned and inspected, and a detailed log is maintained on the room and linen. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiple nights, bed linen is changed on a 3-day rotation schedule. Used towels are exchanged at that time.

LOST & FOUND POLICY:

UnWinedAZ assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately and we will try to assist you in locating your lost item.

FOUND ITEMS:

UnWinedAZ is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of Lost & Found items are retained for five years. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries are discarded.

RETURN:

We would be happy to return your lost item(s) to you by United States Postal Service or UPS. Your credit card will be charged packaging and postage, plus a \$10.00 handling fee. A separate receipt will be mailed to you.

UnWinedAZ is not responsible for any item lost or misdirected during shipment by the United States Postal Service or UPS.

UNCLAIMED ITEMS/NO CONTACT: Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by UnWinedAZ.

ALCOHOL POLICY:

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room or the courtyard. Alcohol is not allowed at the pool.

FIREARMS AND WEAPONS:

The safety and security of our guests and staff is extremely important to us. Our Firearms and Weapons Policy is designed for the protection of our guests, vendors, staff, and owners, and pertains to the presence of firearms and weapons on hotel premises. UnWinedAZ recognizes that guests and vendors may legally possess firearms or weapons for a variety of legitimate purposes. This policy has been developed to create a safe environment by providing appropriate guidance over the custody of firearms and weapons on our premises. UnWinedAZ is private property. Guests, who are lawfully permitted to possess a firearm or weapon, may bring such onto our premises for storage purposes only, with the understanding that they are personally responsible for following:

- Guests must abide by all Federal, State, and local laws.
- Firearm and weapons must be appropriately registered.
- Firearms must be unloaded
- No cleaning of firearms is permitted on the premises.
- Firearms and weapons must be safeguarded and secured in either a locked, hard sided firearm container or a soft gun case provided by the guest at all times and clearly labeled with their name and contact information.
- No firearms or weapons in the breakfast area or common areas including pool.

Guests and vendors who fail to abide by our policy may be asked to leave the premises, are subject to trespass and may be subject to further legal action.

Exempted from this policy are law enforcement officers and designated military personnel who are on-duty and required to carry firearms in the performance of their duties. No exemption to this policy is allowed for private persons, even those licensed and permitted to carry a firearm openly or concealed under local, state, or federal law, are exempt from this policy. It is our policy to promptly turn over any firearms left on the property to the Maricopa County Sheriff's Office if we are unable to contact the owner. Questions concerning these policies, or its implementation may be addressed to the hotel owners directly.

IN CASE OF EMERGENCY OR FIRE:

Please notify the owners in the event of a fire or other emergency.

FIRE SAFETY POLICY:

The casita is fully equipped with smoke detectors. Fire safety and emergency information is provided. Please review this important information.

NO IN-ROOM PARTY:

UnWinedAZ enforces a No In-Room Party Policy to ensure we can protect the property 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 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 may be accessed a Guest Compensation Disturbance Fee.

FREE WiFi ACCESS:

Access to our WiFi is free for our registered guests. The hotel WiFi access code is subject to change without notice. WiFi signals are subject to change without notice depending on the status of our WiFi-equipment, and interference from other local wireless signals. UnWinedAZ assumes no liability for guest use.

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 UnWinedAZ for safety of all guests, owners, property, and the operation and management of the property will be evicted, with no refund. In addition to the room charge, a minimum \$200.00 cleaning fee will be charged for infraction(s) of our Hotel Policy/House Rules.

TERMS & CONDITIONS:

UnWinedAZ makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. UnWinedAZ does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

LINKS:

The links provided on the UnWinedAZ website are for the convenience of site visitors and are provided in good faith. UnWinedAZ does not accept liability for the contents or links provided on such websites, nor does it accept liability for any indirect or consequential loss arising out of the use or connected with its website.

ILLNESS AND EPIDEMICS:

UnWinedAZ reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the Front Desk staff. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities. We do charge you a \$45 room cleaning fee as stated.

INFESTATION:

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

PARKING AT OWN RISK:

All vehicle(s) must be listed at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner.

UnWinedAZ shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the property. If a vehicle is left on the property after the guest has departed without the written consent of the proprietor, UnWinedAZ reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on property premises.

DAMAGE AND/OR THEFT OF HOTEL PROPERTY

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room, premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. UnWinedAZ reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered UnWinedAZ as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting a specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT:

Guest Rooms found with waste strewn around, in complete disorder, and/or "trashed" will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

DAMAGE TO ROOM: Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. will be charge at 120% of full and new replacement value plus any shipping and handling charges. Any damage to the homeowner's property, whether accidental or willful, is the responsibility of the registered guest. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING:

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE-FIGHTING EQUIPMENT:

UnWinedAZ reserves the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, cameras and fire extinguishers. Guests or visitors found to have tampered with any fire detection or safety equipment will be charged with any costs incurred by the property due to their actions and will be evicted from the premises. Depending on the severity of the guest actions, law enforcement may become involved at the owner's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

CHANGES OR MODIFICATION TO THE HOTEL POLICY/HOUSE RULES:

UnWinedAZ reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies/House Rules or the arrangements and content featured on our property website at any time without prior notice. Please check our website regularly for updates to Hotel Policy/House Rules. Any modification to these Policy/House Rules that occurs before your departure is considered a part of your reservation's agreement with us. A copy of these Policy/House Rules is located on our website, in the Guest Room and available from the owners upon request.

Updated & Revised October 2020.

All Rights Reserved.