

THE SANDMAN

SANTA ROSA, CALIFORNIA

STAY AWHILE PROGRAM:

We are thrilled you are here! At The Sandman, you will enjoy all the benefits our hotel has to offer at incredibly discounted rates. Our Stay Awhile Program (SAP) is designed to provide you with a comfortable, clean, fully furnished guestroom equipped with personal bathroom and Wi-Fi, as well as a minifridge, microwave, and coffee/tea maker. As a Stay Awhile guest, you are required to pay for your stay in full upon arrival. It is your responsibility to contact the front desk in person to let them know whether you will be extending your term or not, at least 48 hours prior to your scheduled check out day. Full payment will be required at the time of extension. If you fail to communicate your plans, the Hotel reserves the right to evict you. Advanced notice is recommended as these units are subject to availability.

CODE OF CONDUCT:

Parties or any illegal activity are not allowed on The Sandman Hotel premises and subject to eviction. Proper swimwear is required to access the pool and hot tub area. No outside food or coolers allowed in the pool or other outside areas of the hotel. Smoking is not allowed in the unit or public areas. Please use designated smoking areas.

BUSINESS SERVICES:

Our front desk can assist you with mail delivery, fax and copy service, should you need it.

HOUSEKEEPING SERVICE:

Our promise is to provide you with a fresh, clean room. We also take our commitment to the environment very seriously and strive to freshen up without wasting our natural resources. Due to COVID-19, we are no longer providing full service cleaning. Linen and towel exchange, as well as trash pick-up are available daily. A self-cleaning kit is also available 24/7 at the front desk.

CHECK-IN / CHECK-OUT:

Check-in time for arriving guests begins at 4 p.m. Check-out time for departing guests is 12 p.m. For guests staying at the hotel, a valid bank issued credit card is required for payment.

CANCELLATION POLICY:

Stay Awhile rates are subject to nonrefundable policies and full prepayment prior to check-in. Guests who fail to show, will forfeit their nonrefundable advanced prepayment equal to the total cost of the reservation (including tax). Reservations are based on availability.

PET POLICY:

No pets allowed for Stay Awhile stays.

DEPOSIT POLICY:

It is The Sandman's policy to collect a deposit upon arrival. This will be refundable upon check-out if there are no damages to the room. For those guests paying weekly rates, the deposit will be \$400. For those guests paying monthly, the deposit will be \$600.

ADVANCED PAYMENT POLICY:

It is The Sandman's policy and practice to require payment in advance for guest rooms. At check-in, our guest must pay for the entire stay in advance.

PAYMENT POLICY:

Guests paying the weekly rate will be charged for the first week of their stay upon check-in. Guests paying the monthly rate will be charged for the entire month upon check in.

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GENERAL:

The Sandman Hotel reserves the right to access your room at any time during your stay with proper 24-hour notice to ensure either a well check and/or check on the state of the guestroom. Rental agreement is subject to background/credit checks upon signature. Failure to pay in advance will result in eviction.

Guest Print Name

Guest Signature

Date