

## POLICY DETAILS

### GUARANTEE POLICY:

A 2 night deposit will be taken for stays of 2 nights or more 5 days prior to arrival. If staying 1 night a full deposit will be taken 5 days prior to arrival. Holidays and special event periods will be charged in full 15 days prior to arrival.

### CANCELLATION POLICY:

You may cancel your reservation for no charge before 6PM PST 5 days prior to your arrival date. If you must cancel after this deadline, your deposit will be forfeited. Holidays and special event periods must be canceled before 6PM PST 15 days prior to your arrival date. If you must cancel after this deadline during the Holiday/Special Event period your full deposit will be forfeited.

### RETREAT POLICIES:

Hotel Joaquin is an 18+ property. Guests under the age of 18 will not be permitted.

Check-in time is 4:00 pm and check-out time is 12:00 pm.

Maximum occupancy per room is 2 people, any additional guests will result in a \$100 per night charge to the credit card on file. Each room has one king sized bed.

Serenity is our greatest luxury. We kindly ask that you indulge in this experience for the enjoyment of you and others. Please keep all voices to a low level so that all guests may enjoy their time with us. We do not allow conversations and FaceTime calls on speaker phone in the public areas

Daily coffee is delivered to rooms prior to breakfast. Breakfast for two is included in each stay and is served daily on the patio from 8am-10:30am

Parking is complimentary, and each reservation is allotted one parking spot.

No outside alcohol is permitted at any time. Any alcohol brought on the property will be stored until check-out.

No smoking anywhere on the property. Smoking in rooms will result in a \$250 cleaning fee charged to the credit card on file.

Cash and credit cards are not accepted at the bar. All charges are posted to rooms.

Only registered guests of Hotel Joaquin are allowed to use our facilities.

Personal outdoor amplified music is prohibited at all times. No portable speakers are allowed poolside or in the patio areas.

Complimentary wi-fi is available throughout the property. Please note we do not have televisions or telephones in our guestrooms.

Unfortunately, we are not able to accommodate pets with the exception of licensed service dogs. We can recommend local pet housing.

Late check-out is based upon availability and subject to day-rate.

One key is provided for each room. Any missing room key will incur a \$100 charge to the credit card on file.

Our heated pool is open from 8am-9pm daily. Late night swimming is not permitted. There is no lifeguard on duty.

Glass and coolers are not permitted in the pool area.

Parties and gatherings are not authorized unless previously arranged with our events team.

Photography/video shoots are not included in overnight stays. Any shoots must be pre-approved and will incur a fee.

The hotel grounds close at 10pm. The living room and lobby area closes at midnight.

Housekeeping service will be provided daily. Linens and towels will be changed on the third day of each stay. If you would like daily changes, please contact the front desk.