

CREW HAVEN GUEST RULES & **POLICIES**



CREW HAVEN

YACHT CREW HOUSING | PROPERTY MANAGEMENT

Whatsapp: +1-845-313-4687

www.crewhaven.online

RULES & REGULATIONS

JUST LIKE AN AIRBNB, I ACKNOWLEDGE THAT IF MY RESERVATION WERE TO BE CANCELED OR CUT SHORT **FOR ANY REASON**, THERE ARE NO REFUNDS.

IF I DEPART PRIOR TO MY CHECKOUT DATE, I UNDERSTAND I WILL BE PUT ON THE NIGHTLY RATE WHICH IS DIFFERENT THAN THE WEEKLY RATE.

24 HOUR NOTICE OF DEPARTURE IS REQUIRED AT ALL TIMES.

I UNDERSTAND THAT IF MY PAYMENT IS NOT PAID ON TIME, I WILL BE CHARGED A \$25 LATE FEE. AFTER 24 HOURS OF NON-PAYMENT I WILL BE REMOVED FROM THE HOME, NO EXCEPTIONS.

CREW HAVEN REQUIRES A 24 HOUR (ONE DAY) NOTICE OF DEPARTURE. IF LESS THAN 24 HOUR NOTICE IS GIVEN BEFORE YOUR DEPARTURE DAY, YOU WILL BE CHARGED FOR ANOTHER NIGHT.

CHECKOUT TIME IS 10AM. IF YOU ARE ON-SITE AFTER THAT TIME, YOU WILL BE CHARGED FOR ANOTHER NIGHT.

ANY PERSONAL ITEMS LEFT ON SITE AFTER DEPARTURE TIME WILL BE DISCARDED IMMEDIATELY, AND YOU WILL NOT BE ENTITLED TO RE-ENTER THE HOME TO COLLECT ANYTHING ONCE CHECKOUT TIME HAS PASSED.

WE DO NOT ALLOW STORAGE OF ANY ITEMS AT ANYTIME.

IF YOU LEAVE PERSONAL ITEMS ON SITE OR WITH A FRIEND, YOU WILL BE CHARGED PER DAY FOR THE AMOUNT OF DAYS YOUR ITEMS STAY ON SITE.

SECURITY CAMERAS MAY BE PRESENT IN EXTERIOR OR COMMON AREAS FOR SAFETY PURPOSES. NO CAMERAS ARE PLACED IN PRIVATE BEDROOMS OR BATHROOMS.

UTILITIES AND INTERNET ARE PROVIDED AS A CONVENIENCE AND ARE NOT GUARANTEED. NO REFUNDS WILL BE ISSUED FOR OUTAGES OR SERVICE INTERRUPTIONS.

THE AGREEMENT TERMS ARE VALID FOR A MINIMUM 30 DAY STAY, WITH THE ABILITY TO CANCEL AT ANY TIME BY GIVING 24 HOUR NOTICE OF DEPARTURE

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QUIET HOURS BEGIN FROM 10PM - 8AM. PLEASE TAKE OTHERS INTO CONSIDERATION, NO LAUNDRY, SPEAKER PHONE CALLS, MUSIC, ETC DURING THESE HOURS.

PERSONAL ITEMS / FOOD ITEMS ARE TO BE STORED USING DESIGNATED SHELVES IN KITCHEN CABINETS, FRIDGE, AND FREEZER. IF FOOD IS NOT STORED IN PROPER, MARKED LOCATION, IT WILL BE THROWN AWAY BY CREW HAVEN TEAM MEMBERS. PLEASE ONLY USE THE SHELVES DESIGNATED TO YOUR SPECIFIC ROOM & BED NUMBER.

PLEASE BE RESPECTFUL OF OTHER PEOPLE IN THE HOUSE.

YOU ARE RESPONSIBLE TO CLEAN UP AFTER YOURSELF.

THIS INCLUDES:

WASHING DISHES

PUTTING DISHES AWAY

BATHROOM AREAS

COMMON AREAS

BEDROOMS

CLEANLINESS COMPLAINTS FROM FELLOW HOUSE-MATES WILL RESULT IN A WARNING.

IF MULTIPLE COMPLAINTS OCCUR, YOUR STAY WILL BE TERMINATED WITH NO REFUND.

CREW HAVEN RESERVES THE RIGHT TO ENTER ROOMS OR COMMON AREAS WITHOUT NOTICE IN THE EVENT OF:

EMERGENCIES

SAFETY CONCERNS

MAINTENANCE NEEDED

OPPERATIONAL REQUIREMENTS

OTHER MISC. EVENTS AS PER MANAGEMENT DISCRETION

GUESTS MAY NOT BLOCK OR REFUSE ACCESS AT ANYTIME.

ABUSIVE, THREATENING, OR DISRESPECTFUL BEHAVIOR TOWARD STAFF, CONTRACTORS, OR OTHER GUESTS WILL RESULT IN IMMEDIATE TERMINATION OF STAY WITHOUT REFUND.

CREW HAVEN STAFF HAVE AUTHORITY TO ENFORCE THESE RULES, AND MAY END YOUR STAY AT ANYTIME.

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MORE INFORMATION

****CREW HAVEN IS NOT YOUR TYPICAL CREW HOUSE. WE DO NOT CONDONE A PARTY ATMOSPHERE, OR VISITORS THAT ARE NOT STAYING ON PROPERTY WITHOUT PRIOR APPROVAL.****

ANY UN-AUTHORIZED EARLY CHECK-IN'S WILL RESULT IN A \$25 FEE.

ANYONE CAUGHT USING OR BRINGING ANY ILLEGAL DRUGS OR WEAPONS OF ANY KIND WILL BE REMOVED IMMEDIATELY AND TURNED OVER TO LAW ENFORCEMENT. NO REFUNDS WILL BE GIVEN.

NOISE COMPLAINTS WILL RESULT IN ONE WARNING. IF MORE THAN ONE OCCURRENCE YOU WILL BE REMOVED FROM THE PROPERTY WITH NO REFUND.

ANY PROPERTY DAMAGE WILL BE CHARGED ACCORDINGLY. DAMAGE TO COMMON AREAS WILL RESULT IN INVESTIGATION, IF NO PARTY ACCEPTS RESPONSIBILITY, ALL GUESTS ON SITE WILL BE HELD RESPONSIBLE.

WE DO NOT ALLOW OVER NIGHT GUESTS AT ANY TIME

ANY UN-REGISTERED OVERNIGHT GUESTS WILL BE REMOVED FROM THE PROPERTY. YOU WILL BE CHARGED \$75 FOR THE OVERNIGHT STAY. IF A SECOND INCIDENT OCCURS, YOU WILL BE REMOVED WITH NO REFUND

ASSIGNED SLEEPING AREAS

GUESTS MUST SLEEP ONLY IN THE BED OR ROOM ASSIGNED TO THEM AT BOOKING. SLEEPING IN ANY OTHER BED, ROOM, OR COMMON AREA (INCLUDING COUCHES) IS NOT PERMITTED.

IF A GUEST CHOOSES TO SLEEP IN ANY BED OR AREA NOT ASSIGNED TO THEM, A \$100 FEE WILL BE APPLIED. IF THE BEHAVIOR CONTINUES, YOUR STAY WILL BE TERMINATED WITH NO REFUND.

IF YOU ARRIVE AND FIND SOMEONE OCCUPYING YOUR ASSIGNED BED, PLEASE CONTACT MANAGEMENT IMMEDIATELY SO WE CAN RESOLVE THE ISSUE. DO NOT ATTEMPT TO HANDLE IT YOURSELF.

THESE RULES ARE IN PLACE TO MAINTAIN SAFETY, CLEANLINESS, AND RESPECT FOR ALL GUESTS AND ARE STRICTLY ENFORCED.

LANDLORD & CREW HAVEN SHALL HAVE NO LIABILITY TO TENANT, OR TO TENANT'S INVITEES, FOR BODILY INJURY, DEATH, PROPERTY DAMAGE, OR OTHER DIRECT OR CONSEQUENTIAL DAMAGES OCCASIONED BY (A) VANDALISM, THEFT, BURGLARY AND OTHER CRIMINAL ACTS, (B) WATER LEAKAGE, NATURAL DISASTERS, OR (C) THE REPAIR, REPLACEMENT, MAINTENANCE, DAMAGE OR DESTRUCTION OF THE PREMISES.

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A G R E E M E N T

By booking with Crew Haven, you acknowledge that you have read, understand, and agree to follow all rules and policies outlined above.

Failure to comply may result in immediate removal from the property without refund.