

WELCOME!

The following guest guidelines apply campus-wide and are designed for the safety and well-being of our guests.

Your room:

- Check-out is no later than 11:00AM. Guests who check-out late will be required to pay for the room for that day. We do not hold rooms or grant late check-outs.
- We issue <u>one</u> key per room. There is a \$30.00 replacement charge for lost keys.
- No more than four guests assigned to a room. An additional room is required for those who
 exceed four guests. Please inform staff of any changes in the number of guests throughout
 your stay.
- Keep food to a minimum and dispose of any trash in the large trashcan located at the end of your wing's hallway. Also, keep food in securely sealed containers to avoid any unwanted pests.
- Please maintain your room and restroom while you stay with us. Use the provided bed and bath linens for the duration of your stay. Complimentary washers and dryers are available on each wing. We ask that you leave the room as you found it. Please ask staff for cleaning supplies and guidance as to how your room should be left at checkout.

Please <u>pay special attention</u> to the following information. Guests who violate these rules will be asked to check out immediately.

WE DO NOT PERMIT:

- Smoking (of any kind) is not permitted indoors.
 - All guests must read and sign our smoking policy.
 - We do not allow electronic cigarettes or vaping inside our house. **Smoking WILL set off the fire alarms.**
 - o Room searches will occur if staff smells smoke within the house.
- Alcohol is not allowed on our campus. This includes our parking lot.
- Non-prescription drugs
 - If we suspect drug use we will call the police immediately and all rooms will be searched.
- Weapons
- Candles or incense
- Pets
 - Pets are not to be left in vehicles under any circumstances.
 - Pets may not be on the campus or dropped off for visits.
- Children must be supervised at all times.
 - They may not be left alone in the house under any circumstances.
 - o Guests must be 21 years old to stay in the house alone.

• Additional guests may not be added to your room without notifying staff.

We kindly ask:

- Individuals under 18 years old must be accompanied by an adult at all times.
- We require photo ID's from our guests. At least one person must present ID to check in.
- Secure your belongings. We are not responsible for lost or stolen items.
- Any dishes or appliances used within the community kitchens should be cleaned in a timely manner after using them.
- Dress appropriately upon exiting your room. **Shirt, pants and <u>shoes</u> are REQUIRED** if you are within the common areas of the house.
- Please be considerate of others when using common areas such as kitchens, lounges, and playrooms. We want to ensure a safe, comfortable, and tranquil environment for all. Report any maintenance issues or other concerns to staff immediately.
- Quiet time begins at 9:45PM.
- Our facility and services are reserved for registered guests with medical need. It is very important that we know who is in the house at all times. All new guests and visitors must check in with staff. We will review a simple list of guidelines to follow while they are in our facility. Visiting hours are 9:00AM-9:00PM.
- We do not allow guests to bring personal televisions. If you are interested in a room with a television, ask a staff member.
- Your safety and security is our top priority. Do not open doors (side doors or the front door) to any individuals. As a registered guest, you should be using your swipe key and the front door to come and go.

Signing our guest guidelines and attached paperwork is mandatory. Your signature(s) indicates that you understand and agree to follow the guidelines of HavenHouse St. Louis.

Signatures of Registered Guests

Guest	Date	Guest	Date
Guest	Date	Guest	Date
	Employee	 Date	