

All Housing & Residence Life Community Guidelines are applicable at the Comfort Inn. Please refer to the [Residence Life + You Handbook](#) for extended information regarding Housing policies. This addendum serves as a modification to policy as well as additional policies that will be applied to the Comfort Inn resident facility. Also, please abide by any posted signage at the Comfort Inn.

### **SMOKING**

Comfort Inn & Suites has been 100% Smoke-Free since 2004. For safety and to assure that the facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to residents 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 patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Residents are encouraged to notify Front staff immediately if they smell cigarette, marijuana, or other objectionable odors. 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 always prohibited.**

### **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 resident may be removed from the Comfort Inn.

### **COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS**

The safety of residents, staff, and this facility is extremely important. Except for the microwave and refrigerator units that the hotel provides, preparation of food in resident rooms by any type of cooking appliances is prohibited. A minimum fine of \$250.00 will be charged for cooking in a room, including, but not limited to coffee makers, 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. Coffee is also available twenty-four (24) hours in the breakfast area.

### **GUESTS**

Guests are not allowed after 10:00pm. Guests must notify staff upon their arrival. Guests must always be accompanied by the host resident. Guests are not allowed to use resident amenities including the hot tub or Wi-Fi. As a resident, you are responsible for your guest at all times. Breakfast is provided free to residents only. Guests may not join a resident for breakfast unless they pay \$15.00 per person at the Front Desk.

### **NOISE**

Quiet Hours are 10:00pm to 9am Sunday – Thursday and 12:00am – 10am Friday & Saturday. If you become aware of a disruptive resident, please contact staff immediately by room phone or in person.

Courtesy Hours are 24/7. Televisions, voices, or other devices must always be kept at a respectful low level. Doors should be opened and closed quietly. No congregating or running in hallways.

## **PETS/ANIMALS**

While Service Animals are welcome; Emotional Support Animals are not allowed in Comfort Inn. Please refer to the [Residence Life + You Handbook](#) for further information regarding allowable pets.

## **RIGHT OF ENTRY/ROOM ACCESS**

To provide residents with an exceptionally clean and safe experience, we reserve the right to enter your room for reasonable purposes, such as for housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of policy. Staff will normally knock and announce themselves before entering your room, unless we believe that exigent circumstances exist. Comfort Inn and Housing & Residence Life reserves the right to enter a room in the event of an emergency, suspected illegal activity taking place, disturbing other guests, or damage being done to property.

## **ROOM KEYS**

Room keys are issued to each resident. No room keys will be issued to guests at any time. ID is required if you have lost your key and require a duplicate and must be obtained at the front desk (housekeeping will not open doors for you). Room keys should be returned to the Comfort Inn Front Desk at Check-out.

## **HOUSEKEEPING/ROOM INSPECTION**

Housekeeping is provided twice a week between the hours of 9am – 1pm Housekeeping may start as early as 7am during fire season. During room cleaning, a detailed log is maintained on each room and linen. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into the facility, you will be adjudicated through the Housing process and could be removed.

## **LINEN CHANGING**

Your comfort is very important to us. Bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels twice weekly. If Housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds if all personal items are removed. Please contact the Front Desk staff if you have any additional questions or concerns.

## **POOL/HOT TUB**

The pool and hot tub are located on the ground floor and available to residents to use 7:30am – 10pm every day. Guests are not permitted to use the pool or hot tub. No animals, food, alcohol or other drinks, or smoking is allowed in the pool/hot tub area. Please refer to the posted rules at the pool/hot tub for more use guidelines

## **EVACUATIONS/FIRE SAFETY**

A map indicating emergency exits can be found on the back of every bedroom door and in the Guest Information Notebook located in each guest room. The hotel is fully equipped with smoke & carbon dioxide detectors, fire safety information in Guest Room Notebook, and emergency evacuation plans on the door of each room. Please review this important information.

**WiFi ACCESS**

Access to WiFi is free for residents. The hotel WiFi access code is subject to change without notice. WiFi signals are subject to change without notice depending on the room's location, the status of our WiFi equipment, and interference from other local wireless signals.

**BUSINESS CENTER**

Photocopies and faxes are provided for a fee. The Business Center computer is provided for residents to check their email, print papers, etc. Guests are not allowed on the computer, nor is it intended for gaming, movies, etc.

**Need Assistance?**

Locked out or have maintenance/housekeeping concerns – Contact the Comfort Inn Front Desk

**Policy violations or roommate issues?**

Monday through Friday, 5pm – 10pm

Contact the On Duty Staff in the Comfort Inn Lobby

Monday through Friday, 8am – 10pm

Saturday & Sunday, 10am – 10pm

Contact the Housing Desk

Monday through Friday, 10pm – 8am

Saturday & Sunday, 10pm – 10am

Call the RA on Duty Phone

**Contact Information**

Comfort Inn Front Desk:

(707) 826-9660

Housing & Residence Life Desk:

(707) 826-3451

On Duty Resident Advisor:

(707) 298-4186

**Comfort Inn Resident Advisors**

Eva – RM 101

Sawyer – RM 232