

# HOUSE REGULATIONS

## 1. Unattended Children

All guests of the Pacific Islands Club (the "Hotel") shall be responsible for their minor children at all times. The Hotel reserves the right to assess a fine (up to \$500) against any guest whose failure to comply with this policy requires the Hotel to assign Hotel staff to address the violation. Guests shall also be liable for any and all injury to any person and damage to property caused by the failure to observe the Hotel policy. The Hotel shall be released and hold harmless from and against all liability, loss, damages, claims or actions (including legal costs and attorney's fees) for any bodily injury and/or property damage arising from or related to a violation of this policy. Be advised that leaving children unattended may be subject to criminal prosecution under Guam's child abandonment and endangerment laws (9 G.C.A. § 31.30).

## 2. Do Not Tamper with Fire Sprinkler

Contact with the sprinkler will result in flooding, causing significant damage to the guestroom and its surrounding areas. The accidental or intentional discharge of a fire protection system will result in a \$5,000 penalty fee.



## 3. No Smoking in Guest Rooms

Smoking is prohibited in PIC guest rooms. Vaping and the use of e-cigarettes are also prohibited in PIC guest rooms. Failure to comply with this policy will result in a \$200 fine for special cleaning charge to your guest account.

PIC aims to provide all guests with a room that is hypoallergenic and free of unpleasant odors. Odors caused by cigarette smoke could be a nuisance for non-smokers and an increasing number of people are allergic to the contaminants in the smoke. For this reason, we would be required to perform a special deep cleaning service after a guest room is exposed to cigarette smoke, in order to guarantee the cleanest possible environment for the next guest.

To avoid incurring the special cleaning charge, please keep the sliding doors completely shut as you smoke in the guest room balcony and refrain from placing used cigarettes butts or the ash tray inside your room.

## 4. Designated Smoking Areas

Designated smoking areas are available at the picnic table in the lawn area near the waterpark entrance and by the Beach Center.

In the main lobby, there is also a designated smoking section located on the balcony to the right of the Royal Tower Elevators.

## 5. No Cooking or Open Flames in Guest Rooms

Guests are prohibited from cooking in the room with the use of portable burners, a charcoal grill, or hot plates. The use of aroma candles and the burning of incense is prohibited. Not observing these rules may result in the request to leave the property. Failure to comply with this policy will result in a \$200 fine for special cleaning charge to your guest account.

## 6. Visitors

Please register your visitors at the front desk if you wish to invite anyone to your room during your stay. PIC guests are requested to come to the lobby to pick up their visitors and refrain from inviting visitors to your guest room after 10:00pm. PIC strictly forbids overnight stays by people other than the registered hotel guests.



## 7. Food Deliveries

PIC guests are requested to come to the lobby to pick up all food deliveries. For your safety, delivery personnel are not allowed access to the guest rooms. Please also inform the Front Desk if you are expecting a food delivery.

## 8. Furnishings, Equipment and Bottled Amenities

Please do not remove any furnishings, equipment and dispenser amenities from the guest room. In case of any loss or damages including staining/soiling to PIC's interior or exterior facilities, furnishings, or equipment, the Guest shall be charged for the cost of restoration to its original state.

## 9. For Your Safety

Please check the locations of the two emergency exits nearest your room on the map found on your guest room door. Guests are advised to check the route by physically walking to the exits. Guests with special accessibility needs who have concerns about emergency evacuation from the room are advised to contact the front desk at their earliest convenience.

In the event of a typhoon, please ensure that your balcony sliding door is securely locked. Please refrain from going outdoors. In the event of a tsunami, guests on floors 1 - 4 in Oceana A & B shall proceed to the lobby area. Guests on all other floors shall remain calmly in their room. In the event of an earthquake, please remain calm and position yourself under a desk or door frame. PIC will ensure to keep guests updated throughout any emergencies.

## 10. Handling of Guests' Articles

Please be advised to store all your valuables in the safety box provided in your guest room. If your valuables do not fit in the safety box, you may bring your item to the front desk for safekeeping. If through intension or negligence on the part of the Hotel; loss, breakage or other damage occurs to the goods, cash or valuables brought onto the premises of the Hotel by the Guest, the Hotel shall compensate the guests for such damage within the limits of \$250, unless the Guest has written consent from PIC assuming greater liability prior to the incident.

## 11. § 41401. Liability of Innkeepers

The liability of an innkeeper, hotel keeper, operator of a licensed hospital, rest home or sanitarium, furnished apartment house keeper, furnished bungalow court keeper, furnished mobile home keeper, boardinghouse or lodging house keeper, for losses of or injuries to personal property, is that of a depositary for hire; provided, however, that in no case shall such liability exceed the sum of one hundred dollars (\$100.00) for each trunk and its contents, fifty dollars (\$50.00) for each valise or travelling bag and contents, ten dollars (\$10.00) for each box, bundle or package and contents, and two hundred fifty dollars (\$250.00) for all other personal property of any kind, unless he shall have consented in writing with the owner thereof to assume a greater liability.

SOURCE: CC § 1859.

## 12. Check-In / Check-out

Please be advised that check-in time 3:00 pm and check-out time is 12:00 pm. Guests checking out after 12:00 pm and before 1:00 pm will be charged a \$100 late check-out fee. Guests checking out after 1:00 pm and before 6:00 pm will be charged 50% of the current room rate. Guests checking out after 6:00 pm will be charged one additional room night.



### 13. Room Cleaning Services

Please be advised that our room attendants provide daily room cleaning service between the hours of 9:00 am to 6:00 pm. Our attendants continuously strive to make your stay as comfortable as possible. For any special requests, please contact the Guest Services department by dialing "0".

- Bed Linens will be changed upon guest request (change linen collateral provided in all guest rooms, guest can place on the bed for service)
- Bath towels will be changed on a daily basis.

### 14. Wristband Policy

For access to the waterpark, please present your wristband to the attendant upon entering. Please ensure that you are wearing the correct wristband color assigned to the specific day of the week. You will be turned away if the wrong color is worn when entering the waterpark.

Waterpark facilities are available to guests after checking out of rooms. Guests must present wrist bands to enter the Waterpark. Towels and lockers will remain available for use. \*Towels and Pool Towel Cards must be returned to the Waterpark Information Center before leaving the facility.

**PIC is not responsible for lost or stolen wristbands. Wristbands are non-transferrable. Any unused wristbands cannot be used for another day. Resell is prohibited.**

### 15. Waterpark Safety Rules

Safety is PIC's top priority at the waterpark. Please follow the rules below to help ensure a safe and fun visit at the waterpark.

1. Minors must be accompanied by an adult at all times.
2. Non-swimmers are required to wear lifejackets at all times at the waterpark.
3. No running in the waterpark.
4. No diving in the waterpark.
5. Please follow safety instructions given by Clubmates.
6. Please note all safety signs found throughout the waterpark.
7. Please be courteous to other guests when using equipment or facilities.
8. Please do not leave any valuables unattended at the waterpark; lockers are provided for your use at the Racquet Center, Beach Center and Swim-Thru Aquarium.

### 16. Waterpark Activities – Important Information!

1. Due to the nature of some of our activities and sports, there may be a height or age restriction. Please inquire during time of reservation.
2. All activities are subject to change.
3. First Aid equipment is available at all sports and activity locations.
4. Clubmates are on site for your safety. They do not replace the supervision provided by parents/grandparents/guardians. We rely on parents/grandparents/guardians to make appropriate and safe choices for the family and friends they are bringing to the Waterpark. PARENTS ARE RESPONSIBLE FOR THEIR CHILDRENS AND GUESTS' SAFETY! When in doubt, think safety!
5. Pregnant women and those with a history of heart or back problems should not use the slides.
6. Failure to follow rules and instructions can lead to serious injury; if you violate rules and instructions, you may be asked to leave the waterpark.
7. PIC provides a safe and secure waterpark but as with any other outdoor activity, we ask that you use your best judgment in determining if the activity meets your physical abilities.



## 17. Forgot it? We've got it!

If it is not already in your room, simply call Guest Services at extension 0 and we will deliver it to you.

Complimentary during your stay:

- Toiletries
- Comb or brush
- Sewing kit
- Shaver

Extras

- Bed guard
- Baby crib
- Baby stroller (for children ages 2 and under)
- Iron and ironing board
- Shower chair
- Wine/bottle opener
- Wheelchair

Quantities may be limited. Please pardon us if an item is not available at the time of your request.

## 18. Keep Noise Levels to a Minimum

As a courtesy to other guests,

- Please do not run, jump, shout or make other loud noises in the hallways.
- Please refrain from moving furniture, shouting, and horseplay in your room especially during evening hours.

## 19. Shower Notice

Please do not shower outside of the bathtub as water may leak to the lower floors.

## 20. Do Not Hang Articles of Clothing on the Balcony

Please do not hang any articles of clothing on the balcony outside of your guest room as it may fly away. For your convenience, we have provided a drying rack for you to utilize to hang any articles of clothing. The drying rack may be found inside the closet.

## 21. Keep Balcony Sliding Doors Closed

Please keep the sliding doors closed to help prevent humidity in your room and to keep unwanted pests out. Please note that the air conditioning unit will automatically turn off when the balcony door is opened.

## 22. No Recording Policy

In order to protect the privacy of its employees, PIC prohibits video recording or photographic recording of PIC's employees without their consent. Guests that engage in this practice without the consent of PIC will be asked to cease recording and may be asked to check out of the hotel.

## 23. In-Room Phone Directory

Room to Room      Dial 7 + Room number

Outside Local Call      Dial 9 + (671) xxx-xxxx

In-house Direct Extension Numbers: Operator 0, Front Desk 3311, House Keeping 3501

