

PROGRAMS AT CANTERBURY(APPLICABLE HOTEL POLICIES)

PROPERTY POLICIES/HOUSE RULES

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Policies/House Rules have been established based on industry standards, management and operational procedures, and our personal experience of operating the Canterbury Retreat and Conference Center since 1982. These Policies/House Rules are considered a part of our reservation agreement with you. As our guest, by reading and signing your center registration you are agreeing to abide by all of our Policies/House Rules, terms and conditions, and procedures. Our Policies/House Rules may change from time to time, so please check back often.

100% SMOKE-FREE

All guest rooms and public spaces are 100% non-smoking, except in the designated smoking areas. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture, we do not permit smoking tobacco, marijuana, 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. A smoking fee of \$250 per stay will be applied when necessary.

PET POLICY:

Comfort or emotional support pets are not permitted, only documented service animals.

FREE WiFi ACCESS:

A complimentary Wi-Fi internet connection is available for the guests in all rooms and common areas. To activate the connection, it's necessary to enter the access code that is provided to all guests at the time of check-in.

CHECK IN / CHECK OUT:

Check-in time is any time after 4:00 PM. Guests arriving before 4:00 PM will be accommodated, as rooms become available. Checkout time is 10:00 AM.

EARLY CHECK IN AND LATE DEPARTURE:

Early check-in is offered based on availability. If your arrival is early in the day and you would like immediate access to your room, we recommend

reserving for the prior night. Similarly, for late departures, reserving an additional night will guarantee access until you leave the property.

CHECK IN REQUIREMENTS:

Guests must be 18 years or older with valid government issued identification to reserve and to check in to a guestroom. It is mandatory for guests to present valid photo identification at the time of check in. The identification proofs accepted are Driving License, State Issued ID, Military ID, and Passport.

CHECK OUT TIME: Room rental period expires at 10:00 a.m.

CHECK OUT PROCEDURE:

Check-out time is 10 a.m. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request.

SPECIAL REQUESTS:

We will make every effort to honor special requests such as a specific floor or room number, adjoining rooms, refrigerator, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

VISITORS:

No visitors after 10:00 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. As a registered guest, you are responsible for your visitor at all times.

CHILDREN:

Well behaved children of all ages are welcomed. Children aged 5 and under stay for free when sharing a room with one or more paying adult(s), using existing bedding. Children from 6-year old or extra Adult: surcharge \$55/person/room/night. As the parents, guardians, or chaperones of children you are personally and legally responsible for and must supervise them at all times.

ROOM KEYS:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

PACKAGE STORAGE POLICY

A storage fee will apply to all packages stored at the property for more than 1 day. The fee will be based on the weight of the package. Kindly contact guest service directly for the exact fee.

FOOD AND BEVERAGE:

Food and Beverage in the public areas and meeting rooms must be provided by Canterbury Retreat and Conference Center. Outside food and beverage are not permitted for consumption in public areas. Food and beverage brought in from an outside source must be consumed in the guest's guest room.

Buffet meal times: Daily room rates includes all meals beginning with dinner on the day of arrival and ends with breakfast on the day of departure.

Breakfast	8:00 AM – 8:45 AM
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Lunch	12:00 PM – 12:45 PM
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Dinner	6:00 PM – 6:45 PM
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Dinner (Friday)	6:00 PM – 7:30 PM
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NOTE: Meal *schedule is subject to change without notice*

Special Dietary Requests:

Please inform us about your food allergy or allergies when making a reservation or at check in time. You also can do so prior to arrival, when making your room reservation. We request this in order to meet all your needs for comfortable and enjoyable travel, including dining. However, please understand that we may not be able to accommodate severe food allergy needs.

Because allergy-causing ingredients may get mixed in with any dish or menu item served in our dining room, please consult beforehand with your physician or health-care provider about dining at Canterbury Retreat and Conference Center and judge for yourself.

Menu ingredients are subject to change without notice.

Special menus meeting food allergy needs cannot be made if requested on the day of the event (i.e., banquet, wedding).

Canterbury Retreat and Conference Center is able to accommodate most dietary needs. If your group has any private meals booked where a menu is created just for the group, our food service manager will work with you to make sure all your guests with dietary concerns have appropriate options. In order to accommodate individual guest needs, requests must be submitted to the Canterbury Food Services Manager at least two weeks prior to your arrival. This will enable the food services team to plan appropriate meals.

We use reasonable efforts in our food sourcing, preparation and handling procedures to avoid the introduction of the named allergens into your menu choices. While we take steps to prevent cross-contact, we do not have separate allergy-friendly kitchens and are unable to guarantee that a menu item is completely free of allergens.

Please also note that our allergy-friendly offerings are reliant on supplier ingredient labels, and we cannot guarantee the accuracy of the contents of each food item. Allergen advisory statements (e.g., “may contain”) are not regulated and therefore not taken into consideration when developing allergy-friendly meals. It is ultimately up to your discretion to make an informed choice based upon your individual dietary needs.

Personal Food Items

Guests with food allergies or intolerances are allowed to bring food into Canterbury Retreat and Conference Center. When checking in simply inform front desk guest services that you or someone in your party has a food allergy or intolerance.

Please note that our staff are prohibited from storing, preparing, cooking or reheating any food brought by Guests into our property.

Refrigerating and Heating Personal Food Items

Guests who have items that need to be refrigerated may use the small refrigerator in their room. (subject to availability).

DO NOT DISTURB AND ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe experience, we provide daily housekeeping. Our Housekeeping Staff will honor the do not disturb hanger indicating that the room is occupied and does not require service. The Housekeeping Staff is required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. Management reserves the right to enter a room with a known status of do not disturb for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Policies/House Rules. The right to privacy ends when a the Policies/House Rule is broken.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily between the hours of 9 a.m. – 2 p.m. Housekeeping may start as early as 6 a.m. during high season. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any odor. Housekeeping and Guest Service staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room or cooked, you will be fined and evicted without any refund.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiples nights, bed linen are changed on a rotation schedule. Used towels are exchanged for fresh towels daily. 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 make your beds each day if all personal items are removed. Please contact our guest service staff if you have any additional questions or concerns.

LOST & FOUND POLICY:

Canterbury Retreat and Conference Center assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately 407-392-9138 and we will try to assist you in locating your lost item.

FOUND ITEMS:

Canterbury Retreat and Conference Center is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, undergarments and miscellaneous toiletries are discarded.

UNCLAIMED ITEMS/NO CONTACT: Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Canterbury Retreat and Conference Center.

QUIET TIME POLICY:

In order to serve you better, please be aware that our quiet hours are from 10:00 pm until 7:00 am to satisfy the expectation of a quiet night's sleep for all our guests. Noise levels should be at an acceptable level as judged by the other guests and Center Management. If the Center Management receives a noise complaint, we will only give one warning to quiet down.

NO IN-ROOM PARTY:

Canterbury Retreat and Conference Center enforces a No In-Room Party Policy to ensure we can protect the Center and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on the premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guest(s) is responsible for all persons visiting. Non-Registered visitors are only permitted until 10:00 P.M.

ILLNESS AND EPIDEMICS:

Canterbury Retreat and Conference Center reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the Front Desk staff. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities.

PARKING AT OWN RISK:

Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. Canterbury Retreat and Conference Center shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the property. If a vehicle is left in the property parking lot after the guest has departed without the written consent of the property, the center reserves the right to have the vehicle towed at the owner's expense.

DAMAGE TO ROOM: Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. will be charged for full and new replacement value plus any shipping and handling charges. Any damage to the property, whether accidental or willful, is the

responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest.

CHANGES OR MODIFICATION TO THE POLICIES/HOUSE RULES:

Canterbury Retreat and Conference Center reserves the right to amend, modify, change, cancel, vary or add to these Policies/House Rules or the arrangements and content featured on our center website at any time without prior notice. Please check our website regularly for updates to Policies/House Rules. Any modification to these Policies/House Rules that occurs before your departure is considered a part of your reservations agreement with us. A copy of these Policies/House Rules is located on our website and available from guest service staff upon request.