



# Hotel Rules

<b>Check-In</b>	Between 12:00 noon - 01:00 PM
<b>Check-Out</b>	12:00 PM
<b>Late Check-out</b>	Late check-out and overstay will attract charges of day use where a tariff in the amount of 60% of the applicable room rate applies.
<b>Rates Policy</b>	Payments are made before check-in of any guest.
<b>Key Card</b>	Loss of key card attract a fine of N5,000.
<b>Hotel Facilities</b>	The bar, restaurant, gym, massage and pool facilities are available to all guests. More information can be obtained from the Front Desk and at <a href="http://www.sdmnitrotech.com.ng">www.sdmnitrotech.com.ng</a>
<b>Breakfast Pricing</b>	Breakfast is included in the room rate and available to all guests. Only one guests per room are entitled to complimentary breakfast.
<b>Breakfast &amp; Room Service</b>	Breakfast: 07:00 AM - 10:00 AM Room service: 0 - 24HRS Meals and beverages served in rooms will be charged according to the price list provided in rooms.
<b>Mattress Change</b>	Mattresses can be changed in the rooms for your comfort to either orthopaedic or spring mattress
<b>Housekeeping Service</b>	Room cleaning shall be performed from 09:00 AM - 04:00 PM. If the guest requires a specific time for room cleaning, please make arrangements at the Front Office.
<b>Guest Decorum</b>	No loud music, screaming or yelling permitted for the comfort of all guests. Damages to any of the facilities will attract appropriate charges. Rights of admission is reserved.
<b>Child Policy</b>	A maximum of two children under the age of 12 years old are allowed to share the room without additional charges using existing bedding (in selected rooms).
<b>Taxi &amp; Shuttle</b>	Please contact the Front Office to arrange for airport shuttle service, airport pick-up or cab service at special rates.
<b>Payment Types</b>	SDM Tavern accepts Visa, Master, American Express and debit cards, as well as online payment methods. Please note that SDM Tavern does not accept bookings made by credit card. Please present the same debit card used to guarantee your booking when checking-in or making payment at SDM Tavern. Online payments will be confirmed with a proof.
<b>Accessibility</b>	This hotel is elderly friendly. Kindly get in touch with Front Desk for special needs facilities for persons with disability.
<b>Smoking Policy</b>	SDM Tavern has a strict no-smoking policy within it's public areas, rooms and suites. Smoking in the rooms will attract a fine of N10,000.
<b>Deposit Policy</b>	Guests who want to make a reservation at SDM Tavern have to make a deposit of 50% of the total amount to confirm the reservation. For Corporate or Group guests, the rest of the amount shall be charged according to terms set in the Corporate or Group Contract and/or Offer.
<b>Canecllation/No Show</b>	Payments are non-refundable for booking cancellation and no show.

# Management Policies



Dear Esteemed Guest,

In Order to make your stay as pleasant as possible, the Hotel Management requests your co-operation in observing the following as an agreement between the Guest and SDM Tavern under which rooms are permitted to be used by the guest(s):

## **1. Tariff**

The room rate includes lodging, breakfast and is exclusive of tourist tax. Additional meals, amenities and services are available at extra cost. To upgrade your room amenities and services, please contact the Front Office.

## **2. Settlement Of Bills**

All bills must be signed personally for services rendered. Bills shall be settled at check-out or can be settled on presentation.

## **3. Company's Lien On Guest's Luggage and Belongings**

In the case of default in payment of dues by a guest, SDM Tavern shall have a lien on their luggage and belongings, and be entitled to detain the same and to sell such property at any time without reference to the Guest. The net sale proceeds will be appropriate towards the amount due by the Guest without prejudice to SDM Tavern's rights to adopt such further recovery proceedings as may be required. This means, failure to pay bills will warrant seizure of personal properties.

## **4. Check-in**

Check-in time is between 12:00 noon and 01:00 PM. Rooms not occupied by 8:00 PM will be seen as No-Show. Guest registration forms must be signed on arrival. For long journey travellers, guests are advised to call SDM Tavern to guarantee booking and arrival time. Non-Nigerians/Foreigners are to present an ID card upon Check-in. By Law, foreigners must present ID/personal documents for Hotel records. These documents will be scanned and returned. Upon arrival, all guests must provide a guarantee of payment for his/her stay at the Front Office. Online payments must be guaranteed with a receipt.

## **5. Personal Data Use**

The Guest agrees and consents that SDM Tavern may process (photocopy/scan) his/her personal documents in order to register him/her as a guest of the Hotel.

## **6. Departure**

Check out time is 12:00 PM. Please inform the Front Office if you wish to retain your room beyond this time. Extension will be given depending on availability. If the room is available, normal tariff will be charged. On failure of the Guest to vacate the room on expiry, the Hotel Management shall have the right to remove the Guest and his/her belongings from the room occupied by the Guest.

## **7. Day Use**

Late check-out and overstay will attract charges of day use where a tariff in the amount of 60% of the applicable room rate applies.

## **8. Housekeeping Service**

Room cleaning shall be performed from 08:00 AM - 04:00 PM. If the Guest requires a specific time for room cleaning, please make arrangements at the Front Office.

## **9. Luggage Storage**

Subject to availability of the storage space, the Guest can store his/her luggage in the luggage room at the Guest's sole risk as to loss or damage from any cause. Luggage may not be stored for a period of over three hours. Luggage may be stored for longer periods of times at a fee. Please check availability of storage space and tariffs with the Front Office.

### **10. Guest's Belongings**

Guests are given a key card upon registration and are particularly advised to lock the door of their room(s) when going to bed. When stepping out of the premises, key card should be dropped at the Front Desk. SDM Tavern will not in any way whatsoever be responsible for any loss/or damage to the Guest's belongings arising from negligence or laxing on the part of the Guest.

### **11. Pets**

Pets are not allowed in the Hotel premises.

### **12. Visitors**

Guests may have visitors in their rooms, however the Front Office should be notified and visitors should sign-in at the Front Desk. This is necessary for the security of our esteemed guests.

### **13. Hazardous Goods**

Weapons, explosives, inflammable objects and materials or other dangerous chemicals or goods of hazardous nature are strictly prohibited on Hotel premises. The Guest shall be solely liable and responsible to SDM Tavern, other guests, invitees, visitors, and personnel for any loss, either financial or otherwise and damage that may be caused by such articles.

### **14. Fire Alarm**

In case of fire alarm, please follow the evacuation instructions and gather at the safe assembly point.

### **15. Damage to Property**

Guests will be held responsible for any loss or damage to SDM Tavern property caused by themselves, their guests or any person for whom they are responsible.

In case of damage caused to the Hotel by the Guest, the Guest is due to cover the cost of all damages caused to the Hotel.

### **16. Guest Complaints**

Guests shall address all their complaints at the Front Office.

### **17. Hotel Management's Rights**

It is agreed that the Guest will conduct him/herself in a respectable manner, not to provide any disturbances to other guests, and will not cause any nuisance or annoyance within the Hotel premises.

In case of breach of Hotel Rules and Management Policies by the Guest, the Hotel Management has the right to request any guest to vacate his/her room or other areas of the Hotel forthwith, without previous notice and without assigning any reason whatsoever, and the Guest shall be bound to vacate when requested to do so. In case of the default, the Hotel Management has the right to remove luggage and belongings from the room occupied by the Guest and to call the authorities.

### **18. Government rules and regulations and application of laws**

Guests are requested to observe, abide by, confirm and be bound by all applicable acts and laws and Government rules and regulations of the Republic of Nigeria.

The Hotel Management reserves the right to add, or alter or amend any of the above Terms, Conditions and Rules.

**Thank you.**

**Signed:** *Management*

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