

ROYALE BEACH & TENNIS CLUB

SPRING BREAK AND SEMANA SANTA POLICIES

Dear Guest(s):

We welcome you to the ROYALE BEACH & TENNIS CLUB!

While you visit with us, it is our goal that you have a fun and safe Spring Break or Semana Santa. For your safety and convenience, policies and procedures have been established for this time. Your cooperation is greatly appreciated in achieving these goals.

For your convenience, the Front Desk is open 24 hours. If you have any questions, please contact us at (956)761-1166. If you have any reservation inquiries, please call our Reservation Department Monday through Friday 9:00 a.m. to 5:00 p.m.

We hope you have a great Spring Break or Semana Santa with us. Thank you for choosing the ROYALE BEACH & TENNIS CLUB.

Sincerely,

ROYALE BEACH & TENNIS CLUB MANAGEMENT

CHECK IN: Check in time is 4:00 P.M.

REGISTRATION: Only the person in whose name the reservation has been confirmed may register at the time of check-in (a picture I.D. will be required

for all guests). All guests must be 18 years of age. All guests must be included on the pre-registration form for check-in.

SECURITY BRACELETS: A \$25 SECURITY BRACELET WILL BE REQUIRED FOR ALL GUESTS AGES 12-25. These bracelets may be purchased at the time of check-in. It is important that guests wear their bracelets so the property security can identify Royale guests. Lost bracelets will be replaced at a cost of \$25. Only Royale guests will be allowed on the property after 8:00 P.M. The cost of the bracelet is not included in the room charge.

DAMAGE DEPOSIT: A \$500 damage deposit per unit is required at the time of reservation arrival, which will be returned within 14 days after check-out. Any damages to the unit or excess cleaning will be deducted before refund. No personal checks will be accepted at time of arrival

CREDIT CARD POLICY: Credit Cards are accepted for payment. If using someone else's credit card, a notarized letter from the owner of the card must be presented.

PERSONAL CHECKS: Personal checks will NOT be accepted for payment or cash changing purposes. (Cash, money orders, or Travelers Checks are accepted.)

TELEPHONE POLICY: All phones will be restricted unless credit is established at the time of check-in. All phone charges are your responsibility and no adjustments will be made at the time of check-out. All local calls, "800" calls, credit card or calling card calls are free. We recommend a daily check of phone charges. If a call was made from your room, you are responsible for payment.

MAID SERVICE: There will be no daily maid service. Maid service is available at \$75 per room service. Please call the Front Desk to make arrangements. There will be a mid-week towel exchange for efficiencies only.

CHECK-OUT: Check out time is 10:00 A.M. Late check outs will be subject to an additional charge.

ROOM INSPECTIONS: Royale Management may inspect any unit at any time throughout your stay. A final room inspection will be done before check-out on the departure date. Damages to rooms may result in eviction with loss of deposits and paid room nights.

TRASH REMOVAL: Trash will be picked up on a daily basis. Upon check-out please take trash to the dumpsite in the parking lot. Trash bags may be requested at the Front Desk. Please leave your unit in good condition.

PARKING: PARKING IS VERY LIMITED. SECURITY WILL ISSUE ONLY ONE PARKING PERMIT PER RESERVATION. PLEASE MAKE ARRANGEMENTS TO PARK RECREATIONAL VEHICLES AT PUBLIC PARKING AREAS.

OCCUPANCY: Occupancy is limited to: 8 per two bedroom, 4 per one bedroom, 4 per standard hotel room, and 3 per efficiency. Management may inspect the units and if occupancy rules are not followed, eviction or denial of usage may result.

SAFETY: Activities which may be unsafe or disturb others cannot be conducted at the Resort. We are unable to permit the use of grills and skating (roller blades – skate boards). Throwing **ANY** items from the balconies will result in eviction. Pets are not allowed.

Thank you for your Cooperation!

CREDIT CARD AUTHORIZATION

I authorize _____ to use my credit card for:

Room & Tax _____

Telephone Charges _____

Damage Deposit _____

Key Deposit _____

Security Deposit _____

Card # _____ Expiration Date _____

Name _____

Street _____

City, State, Zip _____ Telephone # _____

I hereby acknowledge that I have read and fully understand Royale Beach & Tennis Club's Spring Break Policies.

Date _____ Signature _____

State of _____

County of _____

This instrument was acknowledged before me on the _____ day of _____ by _____.

Notary Public

My Commission Expires _____

ROYALE BEACH & TENNIS CLUB

OWNERS/GUEST PRE-REGISTRATION FORM

Check-In Date _____ Check-Out Date _____

Name of Registered Guest 1. _____

Additional Guest's Name

| (please print) | Signature |
|----------------|-----------|
| 2. _____ | _____ |
| 3. _____ | _____ |
| 4. _____ | _____ |
| 5. _____ | _____ |
| 6. _____ | _____ |
| 7. _____ | _____ |
| 8. _____ | _____ |

These are the registered guest for unit _____ and will be held completely liable for all damages and any missing items. As registered guests, you must adhere to all Royale policies. Failure to do so will result in eviction from the Royale Beach & Tennis Club.

I hereby acknowledge that I have read and fully understand the Royale Beach & Tennis Club's Spring Break Policies.

Registered Guest Signature

Date

ROOMS VERIFICATION LIST

Royale Beach & Tennis Club has implemented the following policies for our guests protection.

Upon entering your room, quickly observe the condition of the room for damages to the following:

FURNITURE:

WINDOWS:

CARPET:

LAMPS:

WALLS:

Should you observe damages to any of the above items, please contact us immediately! Management will be sent to the room and a verification report will be written. This procedure is to ensure that guests are not billed for damages they did not incur. If damage is not reported and verified by the Resort personnel, you will be liable.

Thank you for your cooperation.