

Ville 718 Extended Stay Hotel Terms & Conditions

1. Rates & Terms

Room Rates

- All rates are quoted per night or per stay as indicated at booking.
- Rates do not include applicable taxes, fees, or additional charges (e.g., parking, pets, extra cleaning).

Taxes & Fees

- All stays are subject to applicable local taxes, resort fees, and other mandatory charges.
- Additional services (parking, extra cleaning, linen refresh, pet fees) are charged separately and must be paid at the time of service or added to the guest account.

Rate Changes

- The hotel reserves the right to adjust rates at any time for new reservations.
- Rates for confirmed reservations will not change unless the guest modifies the reservation.

Payment & Deposits

- The hotel requires a \$150 incidental deposit, which will be charged at the time of check-in to cover potential damages, lost items, or additional charges.
- The deposit will be returned at check-out, less any applicable charges.
- Please note that the timing of the refund may vary depending on bank or card processing times.

Refunds & Adjustments

- Refunds for cancellations, early departures, or no-shows will be processed according to the Cancellation and No-Show policies.
- Any charges for damages, excessive cleaning, or unpaid services may be deducted from the incidental deposit.

Special Offers & Discounts

- Promotional rates, discounts, or packages may include restrictions and are non-transferable.

- Offers may be subject to blackout dates, minimum stays, or other conditions as stated at booking.

Guest Responsibility for Accurate Booking

- Guests are responsible for providing accurate information at the time of booking, including the number of occupants, pets, and vehicle details.
- Any misrepresentation may result in adjusted rates, additional charges, or cancellation of the reservation.

Rate Guarantee

- Confirmed reservations are honored at the rate provided at booking, subject to applicable taxes and fees.

2. Parking

- Guests park at their own risk. The hotel is not responsible for damage, theft, or loss to vehicles or items inside vehicles.

3. Check-In & Check-Out

- Regular check in times are 1:00 PM to 11:00 PM.

Early Check-In / Late Check Ins

- Early check-ins between 4:00 AM and 9:00 AM are subject to a \$40 early check in fee.
- Early check-ins between 9:00 AM and 12:00 Noon are subject to a \$20 early check in fee.
- Early check-ins are always subject to availability.
- Late check-ins from 11:00 PM until 4:00 AM are subject to a \$25 late check in fee.

Late Check-Out

- Late check-outs until 1:00 PM are subject to a \$25 fee.
- Late check-outs are always subject to availability.
- Guests not vacating by the scheduled check-out time may incur additional fees.
- The hotel reserves the right to enter rooms if necessary.

4. Cleaning & Linen Service

Extra Cleaning

- Trash and towels will be refreshed every other day with a full stay over service on your third day and then once a week afterwards, if applicable.
- Additional cleaning services are available for \$40 per service, including tidying, vacuuming, linen swap, and bathroom/kitchen refresh.
- Stayover and additional cleaning services are subject to availability.
- Guests are responsible for any damage caused during their stay.
- To support sustainability, extra cleaning is encouraged only when needed.

5. Cancellation & No-Show Policies

Cancellation

- Cancellations made up to 24 hours before arrival do not incur an additional fee.
- Cancellations within 24 hours of arrival will incur charges equal to the first night's stay, including any applicable taxes.
- The hotel reserves the right to release rooms if cancellation policy is not followed.

No-Show

- If a guest does not arrive on the scheduled check-in date (within 12 hours of 1:00 PM) and has not canceled, the guest will incur charges equal to the first night's stay, including any applicable taxes.
- Guests are responsible for any damage or loss to the property during the reserved period.

6. Pet Policies

- The property permits dogs only. Each dog must weigh 50 pounds or less, and no more than two dogs are allowed per room. All other pets or animals are prohibited.
- Fee is \$20 per pet per night.
- Guests shall be held responsible for any damage to the guest room or common areas resulting from their pet.
- The hotel reserves the right to remove pets that damage property or cause a nuisance and/or safety hazard.
- Undisclosed pets are subject to an additional \$50 fee per night.

7. Damage & Guest Liability

- Guests are responsible for any damage to hotel property beyond normal wear and tear caused by their actions, the actions of their pets, or the actions of any person or pet permitted into the room or onto the property.

- The hotel will charge the incidental deposit for repair or replacement costs.
- Egregious, intentional, or illegal damage may result in additional charges and may be subject to legal action.
- Guests are encouraged to secure personal belongings and monitor pets to prevent damage.

8. Guest Use of Kitchenette and Appliances

- Guests are welcome to use the kitchenette appliances.
- Guests are responsible for any damage or misuse of the kitchenette, appliances, or devices beyond normal wear and tear.
- The hotel reserves the right to charge the incidental deposit for repair or replacement of any damaged items.
- Guests should follow all safety instructions and use appliances responsibly. The hotel is not liable for accidents or injuries resulting from misuse of the kitchenette or its equipment.

9. General Guest Responsibilities & Property Safeguards

- Guests are responsible for the care of the suite and hotel property.
- Any damage, excessive cleaning, or missing items may result in additional fees.
- The hotel reserves the right to enter guest rooms for maintenance, safety, or security purposes.
- Guests park vehicles at their own risk. The hotel is not responsible for damage, theft, or loss to vehicles or items inside vehicles, including valuables, personal property, or pets.

Guest Rules

ROOM CARE & MAINTENANCE

- Guests may not make any alterations, repairs, or improvements to their room.
- Rooms must be kept clean and free of garbage, clutter, and food waste. Dispose of open food containers promptly to help prevent pests.
- Trash must be taken to designated dumpsters and not left outside guest room doors.
- Large items may not be placed in dumpsters.

CONDUCT & SAFETY

- Illegal activity of any kind is strictly prohibited and will result in immediate removal from the property without refund.

- Weapons are not permitted in the Management office, commons spaces, or when interacting with Management, staff, or other guests.
- Quiet hours are observed from 11:00 PM to 6:00 AM.
- Guests are responsible for the behavior of their visitors. Any guest whose visitor violates these rules may be asked to leave the property and will not receive a refund.

PET POLICY

- Guests must clean up after their pets immediately and use designated pet relief areas. Failure to do so will result in a \$25 fine per incident.
- Pets must remain on leashes while on property or in the Management office.
- If a pet is found abandoned or in distress, Animal Control will be notified.

COMMON AREAS & ALCOHOL

- Guests must clean up after themselves in all shared spaces.
- Open alcohol containers are not permitted outside of guest rooms, except within the designated gazebo area. Guests consuming alcohol in the gazebo may not use glass containers and must behave in a respectful and appropriate manner. Failure to comply may result in removal from the property and/or fines.

PARKING

- Parking is for registered guests only. All vehicles must be registered with Management and remain in operable, legally registered condition.
- Unregistered or inoperable vehicles will be towed at the owner's expense.

SMOKING POLICY

- Smoking is not permitted inside guest rooms or common areas.
- Guests may smoke only in designated outdoor areas and must dispose of cigarette waste properly.
 - Failure to properly dispose of cigarette butts will result in a \$25 fine, per incident.
 - Smoking inside a guest room will result in a \$100 fine, per incident.

PAYMENT & CHECK-IN

- Room charges are due upon check-in through online booking engines.
- For extended-stay guests, weekly payments are due at the same time and day each week.
- Failure to pay on time will result in immediate removal from the property.

RESPECT & BEHAVIOR

- Guests must treat other guests, staff, and Management with courtesy and respect at all times.
- Behavior that causes nuisance, damage, or threatens the safety and well-being of others will not be tolerated.

ENFORCEMENT

- Failure to comply with this Property Rules Agreement, the Terms & Conditions, or any posted rules may result in immediate removal from the property.

Privacy Policy

Ville 718 Privacy Policy

Your privacy is important to us. This Privacy Policy explains how we collect, use, and protect personal information when you make a reservation or stay at our hotel.

Information We Collect

- Personal information such as name, email, phone number, address, payment details, and government-issued ID.
- Information about your stay, including room preferences, services used, and billing information.
- Information collected via our self-service kiosk, website, or mobile app, including IP address and device information.

Use of Information

We use your information to:

- Process reservations and payments.
- Provide and manage your stay, including access to rooms and services.
- Communicate with you regarding your booking or special offers.
- Comply with legal requirements, including local and federal laws.

Data Sharing & Protection

- Your personal information may be shared with our service providers (e.g., payment processors, housekeeping services, and security providers) solely for the purpose of providing hotel services.
- We do not sell your personal information.

- We maintain appropriate administrative, technical, and physical safeguards to protect your information in accordance with Colorado privacy laws, including the Colorado Privacy Act (CPA).

Your Rights

- You may request access to, correction of, or deletion of your personal data.
- You may opt-out of marketing communications at any time.

Contact Us

For questions regarding your personal data or this Privacy Policy, please contact:
Ville718horizon@gmail.com

Effective Date: December 18, 2025