

MOTEL POLICIES & HOUSE RULES

Three Bear Motel strives to provide our guests with an exceptionally **clean, comfortable** and **convenient** motel experience. These motel Policies / House Rules are considered part of our reservation agreement with you. As our hotel guest, and as **upon your check-in, you are agreeing to abide by ALL our Hotel Policies / House Rules, terms and conditions, and procedures**, and we reserve the right to refuse service, or to make a charge to the guest's card if any fees are assessed for damages or not complying with Motel Policies / House Rules. The Management of Three Bear Motel would greatly appreciate your co-operation in abiding the following, as we value each of our guest's safety and enjoyment. Our Motel Policies / House Rules may change from time to time.

DAMAGE POLICIES

DAMAGE AND / OR THEFT OF HOTEL PROPERTY: You are liable for any damage howsoever caused (whether by deliberate, negligent, or reckless act) to the room(s), Motel's premises or property caused by you or any person in your party, whether or not staying at the hotel during your stay. Three Bear Motel reserves the right to retain your credit card and/or debit card details, or forfeit your security deposit of 50.00 as presented at registration and charge or debit the credit/debit card such amounts as it shall, at its sole discretion, deem necessary to compensate or make good the cost or expenses incurred or suffered by Three Bear Motel as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right, and you hereby authorize us, to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT: Guest Rooms found with waste scattered around, in complete disorder, and/or "trashed" will be subject to a 200.00 maintenance deep cleaning fee, administration fee and/or third party fees.

DAMAGE TO ROOM: Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, artwork, etc. will be charged at **150%** of full and new replacement value plus any shipping and handling charges. Any damage to hotel property, whether accidental or wilful, 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. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING: Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge at **150%** of full and new replacement value plus any shipping and handling charges, for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS / FIRE-FIGHTING EQUIPMENT: Three Bear Motel reserves the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guests' actions, law enforcement may become involved at the hotel's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

INFESTATION: The cleanliness of our rooms is extremely important to us, and our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

GUEST POLICIES

ALCOHOL: Registered guests of legal age (21), who choose to bring their own alcoholic beverages must consume those in their room and to their own discretion. We will not be liable for any accidents, under age drinking..

CHECK-IN REQUIREMENTS: Guests must be at least 18 years of age to check in at Three Bear Motel. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (Passport and/or Identification Card (IC)) at check-in.

CHECK-IN TIME: 2:00PM.

CHECK-OUT PROCEDURE: Check-out time is 11:00AM. Please check-out By leaving your key in the black box by the motel office, so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk by 10:00AM on the date of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

CHECK-OUT TIME: 11:00AM. Check-outs past 4:00PM will be subject to a full-day's rate. However, if you would like to request for a later check-out time, please inform Front Desk by 10:00AM on the date of check-out. Late check-outs are subject to availability, and may be chargeable.

CHILDREN: As the parents, guardians, or chaperones of children aged 12 and under, you are personally and legally responsible for, and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the motel property unsupervised.

EARLY CHECK-IN / PRE-REGISTRATION: Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 2:00PM, then pre-registration and payment may be required. Please contact Front Desk staff directly to make reservations requiring early check-in at **(607) 849-3258**

EARLY DEPARTURE: Guests who check out of the hotel after 11:00am and prior to their scheduled departure date are subject to an early departure fee of one night, plus tax.

GUEST REGISTRATION: We require valid contact information from the guest making the reservations including first and last name, address, phone number, email and signature. The names of all guests occupying the room must be registered as well.

QUIET HOURS: 10:00PM to 8:00AM. If you become aware of a disruptive guest, please contact Front Desk staff immediately by phone or in person. Televisions, voices or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls.

PETS: Three Bear Motel does **NOT** provide accommodations for pets. Pets are not allowed.

PAYMENT: We accept Visa and Master Card, American express, apple pay, Pursuant to credit card agreements; credit cards are not valid unless signed by the cardholder. Credit cards must be signed. Cash payment is welcomed. All guests are required to present a valid government issued photo identification even if guests are planning on paying in cash upon check-out.

RIGHT TO REFUSE SERVICE: Three Bear Motel is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate Federal or State laws. Three Bear Motel has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our motel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies

established by NYS Law and the owners for the operation and management of the hotel. Three Bear Motel will refuse service or evict a guest: for refusal or failure to pay for accommodations; is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times; seeks to use the motel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room; refuses to abide by the reasonable standards or policies established by Crest Wave Boutique Hotel for the operation and management of our hotel.

SPECIAL REQUESTS: We will make every effort to honour special requests such as a specific floor or room number, adjacent rooms, 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.

Each room is required to pay a occupancy tax and state tax on top of the room rate.

LOST & FOUND

LOST & FOUND POLICY: Three bear Motel 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 **(607) 849-3258** or email. Threebearmd@YAHOO.COM and we will try to assist you in locating your lost item.

FOUND ITEMS: Three bear Motel 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 thirty (30) days. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries will be discarded.

RETURN: We would be happy to return your lost item(s) to you. Your credit card will be charged packaging and postage, plus a 25% handling fee. A separate receipt will be mailed to you. Three Bear Motel is not responsible for any item lost or misdirected during shipment.

UNCLAIMED ITEMS / NO CONTACT: Lost & Found items are held for thirty (30) days while we attempt to contact the guest. If guest contact information is incorrect or mobile phone mailbox is full and we are unable to contact the guest during the thirty (30) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Three Bear Motel.

ON-SITE

ENFORCEMENT: All staff are trained and required to respond to potential violations of our Hotel Policy / House Rules. Guests who refuse to abide by the reasonable standards and policies established by Three bear Motel for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. In addition to the room charge, a minimum 200.00 cleaning fee per room will be charged for infraction(s) of our Hotel Policy / House Rules.

FREE WiFi ACCESS: Access to our WiFi is free for our registered guests. The hotel WiFi access code is subject to change without notice. WiFi signals are subject to change without notice depending on the room's location, the status of our WiFi-equipment, and interference from other local wireless signals. Three Bear Motel assumes no liability for guest use.

PARKING AT OWN RISK: All vehicles are parked at the risk of the owner. Three Bear Motel shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked near the Motel property.

TERMS & CONDITIONS: Three Bear Motel makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. Three Bear Motel does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

ROOM POLICIES

DO-NOT DISTURB & ACCESS TO ROOMS: To provide all of our guests with an exceptionally clean and safe hotel experience, we provide daily housekeeping. Our Housekeeping Staff will honour the “Do Not Disturb” door hanger once during a thirty-six hour period indicating that the room is occupied. 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 Hotel Policies / House Rules. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy / House Rule is broken. Law enforcement will be granted immediate access to Motel property and rooms of evicted guests.

CANDLE, INCENSE, ESSENTIAL OILS: Candle, incense, essential oils (diffusing, vaporizing, etc.) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS: The safety of our guests, staff, and this facility is extremely important to us. Preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of 100.00 will be charged for cooking in a room, including, but not limited to coffee makers, hot plates, toaster ovens, water heaters, rice cookers, combustible, open flame, barbecue grill, burners, heating appliance, or any other item intended for cooking. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on Motel property.

HOUSEKEEPING / ROOM INSPECTION: Housekeeping is provided daily between the hours of 9:00AM to 1:00PM. This is a **100 % NON-SMOKING** hotel (see above for what is included as “smoking”). 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 prohibited odor. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, fees will be assessed, and you may be evicted without any refund.

LINEN CHANGING: Your comfort is very important to us. For guests staying multiples nights, bed linen is changed every other day if all personal items are removed from the bed and our housekeepers can access the walkways around the bed. Housekeeping will be happy to change your bed linens sooner than every other day – please call the Front Desk for service. We hope our guests will assist us in decreasing our environmental impact and water use by reusing towels as much as possible, however, if new towels are needed, please leave them on the floor of your room and we will replace them. Please contact our Front Desk staff if you have any additional questions or concerns.

MAXIMUM OCCUPANCY: Room occupancy requirements are based on fire code/fire safety restrictions. If you exceed the maximum number of guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the hotel. Room rates are listed for single / double occupancy.

NON-SMOKING: Three bear Motel is a **100% smoke-free** Motel. 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, illegal drugs, 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.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odors. A minimum fee of 100.00 will be charged for smoking of any kind on property (smoke outside the rooms). In accordance with the new smoking ban as of January 2019, those caught smoking on our rooms will be reported to the authorities where a fine of MYR10,000.00 or jail-term of 2 years may be imposed.

NO PARTIES: Three Bear Motel enforces a No In-Room Party Policy to ensure we can protect the motel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these 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) are responsible for all persons visiting. Non-Registered visitors are only permitted until 11:00PM. If found with more "people" not listed on the Guest Registration Form after 11:00PM, your stay will be considered a party. You will be ordered to vacate the premises without refund and may be assessed a Guest Compensation Disturbance Fee.

ROOM KEY: Room keys are issued to the registered guest(s). No room key will be issued to youth under 18 at any time. Valid government issued photo identification (Passport or IC) is required if you have lost your key and require a duplicate. Please return all room keys to Front Desk or in black box outside office upon check-out. Failure to do so will result in a penalty of 50.00 for each unreturned key.

VISITORS: No visitors after 11:00PM. 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, and may be charged an Extra Person fee for guests on property after 11:00PM.

RESERVATIONS

EARLY CHECK-IN / PRE-REGISTRATION: Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 2:00PM, then pre-registration and payment may be required. Please contact Front Desk staff directly to make reservations requiring early check-in at **(607) 849-3258**.

CANCELLATION: Three Bear Motel is not responsible for weather conditions, personal emergencies, or schedule changes. Once bookings are made and/or guest(s) are checked-in, bookings are non-refundable. Any changes regarding the date, room category, duration of stay of your booking will require you to cancel your initial booking and re-book your stay with the hotel.

Reservations must be cancelled forty-eight (48) hours motel time, prior to your arrival date in order to avoid a one (1) night full room cancellation fee. If reservations are cancelled less than 48 hours before the arrival date, a cancellation fee of your first night rates will be charged. If you are staying more than one (1) night, only the first night rate will be charged. If you cancel any reservation, you must obtain and save the cancellation number for your records.

GROUP RESERVATIONS: Large group / Block reservations must be cancelled eight (8) weeks prior to arrival date. Reservations cancelled after that date may be charged one (1) full room charge plus tax for each room reserved and the balance of their reservations cancelled.

GUARANTEED RESERVATIONS: All reservations must be guaranteed with a valid major credit card. Guests must be 18 years and older. We accept Visa and Master Card, American express, Apple pay. We do not charge your credit card at the time you make your reservations. Your credit card guarantees your reservations. Reservations must be cancelled forty-eight (48) hours, hotel time, prior to your arrival date, in order to avoid a one (1) room night, plus tax, cancellation fee. Reservations will be held until 11:00PM the morning following your scheduled arrival date. If you have not checked in by that time, a "no-show" charge of one room night, plus tax will be charged to your credit card and the balance of your reservation nights will be cancelled. Three Bear Motel is not responsible for weather conditions, personal emergencies, or schedule changes.

NO SHOW CHARGES: Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card. You will only be charged the first night, one (1) night's full room rate plus taxes and the balance of the reservation will be cancelled.

RATES: All rates are quoted in US dollars plus tax. Rates may increase without notice. Rates as advertised on Three Bear Inn website or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion. Rates are based on One room(Queen Bed) One room (2 beds) and are subject to availability.

SAFETY

FIREARMS AND WEAPONS: The safety and security of our guests and staff is extremely important to us. Our Firearms and Weapons Policy is designed for the protection of our guests, vendors, staff, and owners, and pertains to the presence of firearms and weapons on hotel premises. Crest Wave Boutique Hotel recognizes that guests and vendors may legally possess firearms or weapons for a variety of legitimate purposes. This policy has been developed to create a safe environment by providing appropriate guidance over the custody of firearms and weapons on our premises.

Guests and vendors who fail to abide by our policy may be asked to leave the hotel premises, are subject to trespass and may be subject to further legal action. Exempted from this policy are law enforcement officers and designated military personnel who are on-duty and required to carry firearms in the performance of their duties. No exemption to this policy is allowed for private persons, even those licensed and permitted to carry a firearm openly or concealed under local, state, or federal law, are exempt from this policy.

FIRE SAFETY POLICY: The hotel is fully equipped with smoke detectors. Please do not touch or remove these

IN CASE OF EMERGENCY OR FIRE: Please notify Front Desk in the event of a fire or other emergency.

CHANGES & MODIFICATION TO THE HOTEL POLICY / HOUSE RULES: Three Bear Motel reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies / House Rules or the arrangements and content featured on our Hotel website at any time without prior notice. Please check our website regularly for updates to Hotel Policies / House Rules. Any modification to these Motel Policies / House Rules that occurs before your departure is considered a part of your reservations agreement with us. A copy of these Hotel Policies / House Rules are located on our website, and available from Front Desk staff upon request.