

# HOTEL POLICIES & HOUSE RULES

Inn on Randolph Napa strives to provide our guests with an exceptionally **clean, comfortable, and convenient** hotel experience. These Hotel 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 Hotel Policies / House Rules. The Management of Inn on Randolph Napa would greatly appreciate your co-operation in abiding the following, as we value each of our guest's safety and enjoyment. Our Hotel 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), hotel's premises or property caused by you or any person in your party. Inn on Randolph Napa reserves the right to retain your credit card and/or debit card details or forfeit your damage deposit of US Dollar 500 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 Inn on Randolph Napa 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 USD 750 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 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. 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:** Inn on Randolph Napa 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 firefighting 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

**CHECK-IN REQUIREMENTS:** Guests must be at least 21 years of age to check in at Inn on Randolph Napa. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification information (Passport and/or Identification Card (IC)) at [Guest Online Pre-Check In Form](#)

**CHECK-IN TIME:** Any time after 3:00PM Napa Time on the scheduled arrival date. Early check in Request can be accommodated subject to availability

**CHECK-OUT PROCEDURE:** Please follow the instruction in the Pre-Departure - Contactless Check-Out Email sent to you 15 hours prior to departure. If you require a later check-out, please send request to [reservations@innonrandolph.com](mailto:reservations@innonrandolph.com) upon your check in of your stay and we will do our best to accommodate your request. Late check-outs are subject to availability.

**CHECK-OUT TIME:** 11:00AM Napa Time.

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

**Damage Deposit - Refundable:** Collected At booking, via credit or debit card Returned Up to 7 days after check-out via credit or debit card The return of your damage deposit is subject to an inspection of the property

**EARLY DEPARTURE:** Guests who check out of the hotel prior to their scheduled departure date are subject to early departure fee.

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

**QUIET HOURS:** 9:00PM to 8:00AM. If you become aware of a disruptive guest, please contact our staff immediately by email, phone, text 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:** Inn on Randolph Napa does **NOT** provide accommodations for pets. Pets are not allowed.

**PAYMENT:** We accept Visa, Master Card and American Express.

**RIGHT TO REFUSE SERVICE:** Inn on Randolph Napa 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. Inn on Randolph Napa I has a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by Federal, State, County, City Law and the owners for the operation and management of the hotel. Inn on Randolph Napa 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 hotel 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 Inn on Randolph Napa for the operation and management of our hotel.

**SPECIAL REQUESTS:** We will make every effort to honor special requests such as a specific floor or cottage/room, adjacent rooms, roll-away beds, etc. upon your arrival. All special requests are noted on reservations and Guest Online Pre-Check In Form, and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

## LOST & FOUND

**LOST & FOUND POLICY:** Inn on Randolph Napa 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 (707) 257-2886, or email [reservations@innonrandolph.com](mailto:reservations@innonrandolph.com) and we will try to assist you in locating your lost item.

**FOUND ITEMS:** Inn on Randolph Napa 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. Inn on Randolph Napa 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, donated to local organizations, or disposed of accordingly by Inn on Randolph Napa

## 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 Inn on Randolph Napa 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 USD 500 cleaning fee per room will be charged for infraction(s) of our Hotel Policy / House Rules.

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

**PARKING AT OWN RISK:** All vehicles are parked at the risk of the owner. Inn on Randolph Napa shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked near the hotel property. Parking at property is first come first serve. Request to reserve EV charge(s) on the property

can be accommodated. We have 2 EV charges on property. Ample parking on the streets around the property parameters.

**TERMS & CONDITIONS:** Inn on Randolph Napa 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. Inn on Randolph Napa 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

**ADDITIONAL BEDDING:** Each of our cottage or room is equipped with 1 KING bed. Room Rate is based on maximum two guest. Maximum occupancy for each of our cottage or room is two guests. An extremely limited number of rollaway beds available upon request, and subject to availability. The charge is USD 100 each, per day. Please note that not all rooms can be furnished with extra beds due to different room arrangements and orientations.

**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 honor 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 hotel 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 USD 1,000 will be charged for cooking in a room, including, but not limited to 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 hotel property.

**HOUSEKEEPING / ROOM INSPECTION:** Housekeeping is provided daily between the hours of 9:00AM to 3:00PM. 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 Staff Team 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:** We are dedicated to conserving our Earth's natural resources and supporting California's environmental initiatives regarding water and energy conservation for longer stays, linens are changed every third day if, day if all personal items are removed from the bed and our housekeepers can access the walkways around the bed, unless otherwise requested. 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 bathroom or and we will replace them. There

is a refill station in Cabernet Cottage with towels, toiletry, glassware, and etc. essential supplies. Guests have 24 hours access to them during their stays.

**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:** Inn on Randolph Napa is a **100% smoke-free** hotel. 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 our Staff Team immediately if they smell cigarette, marijuana, or other objectionable odors. A minimum fee of USD 1,000 will be charged for smoking of any kind on property

**NO PARTIES:** Inn on Randolph Napa enforces a No In-Room Party Policy to ensure we can protect the inn 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 inn without refund. Non-Registered visitors are NOT permitted on property. 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 ACCESS CODES:** Room access codes are assigned to the registered guest(s). No room access codes will be issued to age under age 21 at any time. Access codes are deactivated immediately upon check out.

**VISITORS:** Only registered guests are allowed on property during their stay. Non-Registered visitors are NOT permitted on property.

## RESERVATIONS

**EARLY CHECK-IN / PRE-REGISTRATION:** Early check-in is offered based on availability. You may submit the request under “Any Other Special Needs” when” when you submit the [PRE-ARRIVAL ONLINE CHECK IN FORM](#) 7 days prior to your arrival date. You can always email [reservations@innonrandolp.com](mailto:reservations@innonrandolp.com) for the request. If early check in on your arrival date can NOT be accommodated, you are always welcomed to drop your luggage at the inn with our staff before 3PM on the arrival date, our staff will be happy to place them in your cottage or room once ready.

**CANCELLATIONS, CHANGES, AND EARLY DEPARTURES:** Inn on Randolph Napa is not responsible for weather conditions, personal emergencies, or schedule changes beyond the cancellation window. Once bookings are made and/or guest(s) ARE checked-in, bookings are non-refundable.

If the booking is canceled before 6:00 PM, 15 day(s) before check-in it is free of charge, less than 15 day(s) before check-in the charge is 100% of total. However, we will issue an in-house Gift Certificate for the whole dollar amount to be applied to your future stay. Our in- house Gift Certificate has no black out nor expiry date.

Any change to your arrival or departure date or room type is subject to the Inn’s availability at the time the modification is requested and may change the rate and/or require payment of cancellation fees.

Rates quoted are based on check-in date and length of stay at the time the reservation is made. Should you depart early before the departure date confirmed for any reason, the Inn may impose an early departure fee.

**GROUP RESERVATIONS:** Large group / Block reservations / Property Buyout must be cancelled 120 days prior to arrival date. Reservations cancelled after that date will be charged 100%

**GUARANTEED RESERVATIONS:** All reservations must be guaranteed with a valid major credit card. Guests must be 21 years and older. We accept Visa, Master, American Express Card. 10% of the total amount of the reservation is collected at the time you make your reservations with balance to be collected 15 days prior to your arrival date.

**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 be responsible for the total cost of the reservation. NO refund will be issued.

**RATES:** All rates are quoted in US Dollar plus tax. Rates may increase without notice. Rates as advertised on Inn on Randolph Napa 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.

## 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. Inn on Randolph Napa 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 and emergency evacuation plans on the door of each guest room. Please review this essential information.

**IN CASE OF EMERGENCY OR FIRE:** Please notify our Staff Team in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door located in each guest room.

**CHANGES & MODIFICATION TO THE HOTEL POLICY / HOUSE RULES:** Inn on Randolph Napa 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 Hotel Policies / House Rules that occurs before your departure is considered a part of your reservation's agreement with us. A copy of these Hotel Policies / House Rules is located on our website, and available from office upon request.