

# DROPTOP SUITES

19 Ojulari Street, Safecourt Apartment, Ikate Lekki, Lagos.



## BEHAVIORAL REQUIREMENTS/POLICY GUIDE

1. NO smoking inside the room. Smoking should be done at the balcony.
2. Smoking in the room attracts a sum of **N20,000** fine
3. Installation of sound system that might constitute noise pollution is not allowed
4. Ensure to turn off your Air Conditioners, Television Set and Light bulbs before leaving the apartment at anytime.
5. Activities that would damage the apartment or lead to excessive untidiness is prohibited.
6. Pets are not allowed in the premises.

## CHECK IN AND OUT

1. Check-in time is 3:00pm while check-out me is 12noon
2. Upon checking out, it is advised to call the attention of the company for proper handover of apartment key
3. The company reserves the right to carry out apartment inspection after check out
4. Should tenant decide to check out before agreed date, thus payment shall be nonrefundable
5. Upon check out, inspection shall be conducted on the property and if found any damages/missing item(s), shall be replaced by the guest or its cost equivalent deducted from caution fee. Consequently, in the case where the caution fee is not sufficient to cover for damages, thus guest shall make up the balance.

## LATE CHECK OUT

1. Late check out shall attract 30% of daily reservation fee from 12:45pm - 2:00pm charges deducted from your caution deposit
2. Late check out after 2:00pm shall attract 50% charges of the apartment fee (Half Day)
3. Delay in check out till 4:00pm is a full day penalty thus client shall be obligated to make payment for that day
4. We advise and recommend that guest should notify the company on their intention to extend their stay 24 hours before check out time with financial commitment
5. Interest to extend your lodgement without financial commitment shall not be considered Valid as such apartment could be sold out

## RECEIVING OF VISITOR(S) INTO THE APARTMENT

1. Clients are fully responsible for receiving their visitors by going to the estate entrance gate to bring them in. .
2. Always clarify the identity of any one seeking entrance into your apartment before access grant
3. Always ensure the entrance door is locked while you are IN or OUT
4. Be polite when interacting with the security personnel as their main function is to protect life and property and ensure smooth coordination of activities in the estate for the good of ALL
5. Visitors are allowed entrance from 6am to 12am, entry into the estate outside the stipulated time shall require a signing at the security post
6. You are advised to manage your visitors to avoid environmental disturbance and security threat

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## REFUND/CANCELLATION POLICY

- Reserved dates can't be moved to future dates. In cases of flight cancellations/delay; upon proof of cancellation only, the dates may be moved to the new date but exact apartment reserved will no longer be guaranteed. Bedroom unit type will be retained and refunds will not be considered.
- Only payments made before due date as stated in the invoice are valid. Payments made after due date or without confirmation of availability will be rescinded.
- Full refunds are valid for reservations made within 24hrs of check-in only. In case a reservation was cancelled within two to five days from check in date; 65% of total reservation fee received will be deducted before refunds. 35% of total reservation fee received is deducted for cancellations made more than 5 days before check in and no refunds will be considered for cancellations made on check-in date if payment wasn't received same day.
- If a regular accommodation is booked for and guest is later seen to have a different purpose for stay such as events, get-togethers, parties, movie shoots, photo shoot without the consent of the host; the apartment booked will be disconnected from services provided and guests may be asked to leave the premises until a new agreement for reservation is made.

**NOTE:** Only reserved dates are booked for guests with an option of renewal/extension only if subsequent dates are still open at the time of request.

- If dates booked are not 100% paid for on check in date; new check out date reflecting payment for dates covered automatically applies.

## CAUTION DEPOSIT

1. Caution deposit shall not be used to renew apartment fee
2. Caution fee shall be valid, refundable within 6hours of check out
3. Caution fee must be paid before check in
4. In the case of damages or late checkout, equivalent financial implication shall be deducted from caution deposit

## OCCUPANCY

1. The apartment is designed to contain maximum of 8 persons for 4 bedroom and 6 persons for 3bedroom, 4 persons for 2 bedroom and 2 persons for studio apartment.
2. Exceeding the stipulated occupancy, shall attract 5000 EXTRA CHARGES per head and multiplied by the number of nights spent. (Maximum of two extra persons)
3. Fighting in the apartment and attracting unhealthy and suspicious attention is highly prohibited
4. **PENALTY:** Defaulters shall attract shutdown of apartment service facilities such as light,water and possibly eviction as the case may be

*Management*  
**Droptop Suites**