

Red Rock Extended Stay  
136 E Main St.  
Duchesne, Utah  
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435-296-7090

Red Rock Extended Stay  
**HOTEL POLICY/HOUSE RULES:**

We strive to provide our guests with an exceptionally clean, safe, and friendly lodging experience. The following Policy/House Rules have been established based on industry standards, management and operational procedures. These Hotel Policy/House Rules are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration you are agreeing to abide by all of our Hotel Policy/House Rules, terms and conditions, and procedures. These Hotel Policy/House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between Red Rock Extended Stay and the guest.

**100% SMOKE-FREE ROOMS:**

100% Smoke-Free we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, or cigars. A Designated Smoking Area is provided outside away from the building.

**CHECK-IN REQUIREMENTS:**

Guests must be at least 18 years of age to check in at Red Rock Extended Stay. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (State driver's license, passport, etc.) at check-in. A valid, signed, and pre-approved credit card in the name of the guest registration is also required. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your credit/debit card. Some banks hold pending authorizations for up to 30 business days.

**GUEST REGISTRATION:**

We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature.

**CHECK-OUT TIME: 11:00 AM**

Additional day charge, plus tax may apply for late checkout. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

#### EARLY DEPARTURE:

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

#### SPECIAL REQUESTS:

We will make every effort to honor special requests such as a specific room. 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.

#### ADA/HANDICAPPED ROOMS

Two ADA compliant guest rooms are available and should be reserved in advance; please contact the hotel directly.

#### PAYMENTS:

##### CHECKS AND CASH:

We do not accept checks or cash payments

DEBIT CARD/CREDIT CARD: Payment is taken at time reservation is placed.

TAX EXEMPT GUESTS: Proof of tax exempt status, and tax ID # is required. If tax exempt status cannot be verified at check-in you will be charged a lodging tax until verification is made.

#### RATES:

All rates are quoted in United States currency, plus tax.

**RIGHT TO REFUSE SERVICE:** Red Rock Extended Stay 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. Red Rock Extended Stay 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 the State of Utah and the owners for the operation and management of the hotel. Red Rock Extended Stay 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 Red Rock Extended Stay.

#### DISCOUNTS:

We do not offer discounted room rates for participation or employment in organizations such as AAA, AARP, government employees, etc.

#### NO SHOW and CANCELLATION CHARGES:

Failure to check in on the scheduled arrival date and not providing a 24 hour notification for a cancelled 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.

#### GROUP RESERVATIONS:

Large group/Block reservations must be cancelled eight (2) 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

#### HOUSEKEEPING:

Housekeeping services are available once per week, upon request. This is a 100 % NON-SMOKING hotel, including medical marijuana. Rooms are cleaned and inspected mid-week 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, you will be fined, and evicted without any refund.

**CHILDREN:** Well behaved children of all ages are welcomed. As the parents, guardians, or chaperones of children 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 hotel property

#### MAXIMUM OCCUPANCY:

Room occupancy requirements are based on fire code/fire safety restrictions. Standard Room maximum occupancy is 2-persons to max 6 persons in suite.....  
If you exceed the maximum number of guests allowed, you will be asked to rent another guest room for proper accommodations or vacate the hotel.

#### ROOM KEYS:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to the Front Desk at Check-out.

#### TOWELS:

Used towels are exchanged for fresh towels mid-week or if requested daily. If Housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds once per week stay, if all personal

items are removed. Please contact our Front Desk staff if you have any additional questions or concerns.

#### LOST & FOUND POLICY:

Red Rock Extended Stay 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 and we will try to assist you in locating your lost item.

#### FOUND ITEMS:

Red Rock Extended Stay 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 fourteen (14) days. Reasonable effort will be made to notify the guest that an item has been found. Perishable items, underwear, and miscellaneous toiletries are discarded.

#### RETURN:

We would be happy to return your lost item(s) to you by the United States Postal Service. Sorry, no UPS or FEDEX deliveries. Your credit card will be charged packaging and postage, plus a \$10.00 handling fee. A separate receipt will be mailed to you. Red Rock Extended Stay is not responsible for any item lost or misdirected during shipment by the United States Postal Service. Please contact the USPS Customer Service Department at 1-800-275-8777.

**UNCLAIMED ITEMS/NO CONTACT:** Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Red Rock Extended

#### IN CASE OF EMERGENCY OR FIRE:

Please notify Front Desk in the event of a fire or other emergency or call 911.

#### 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. Red Rock Extended Stay assumes no liability for guest use.

#### INFESTATION:

The cleanliness of our rooms is extremely important to 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.

#### DAMAGE AND/OR THEFT OF HOTEL PROPERTY

You are liable for any damage caused (whether by the deliberate, negligent, or reckless act) to the room (s), hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. Red Rock Extended Stay reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by Red Rock Extended Stay 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,

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