

## **PROCEDURE**

### **Guest Rooms**

**Responsible: Indoor Common Space Committee**

*Adopted June 17, 2017*

#### **Reservations & Scheduling**

- Reservations are handled by the Reservation Point Person.
- Reservations will be rolling, with the ability to schedule a maximum of 6 months in advance of the first day of the reservation.
- The maximum reservation for Guests is 7 nights, with option to extend stay if space is available.
- Residents may reserve a maximum of 27 nights/calendar year (with possible flexibility as space is available).
- PDXC Priority Wait List members who wish to stay should contact the Reservation Point Person.

#### **Holidays (Peak Demand)**

- Holidays are: New Year, Spring Break, *all* 3-day weekends, Thanksgiving, Christmas
- Maximum stay for Guests of residents during Peak Demand will be limited to 4 nights.
- Residents whose Guests have enjoyed a Guest Room during Peak Demand will be asked to stand back on Peak Demand reservations requests for a few years to allow others availability.
- Back-up Planning: Residents who need lodging for their Guests when Guest Rooms are full/reserved may wish to make a request of the community for available space in the homes of other residents. The Guest Team will also have a list of other nearby lodging options available.
- Any cancellations must be posted to the Community immediately so that others have the option of reserving the Guest Room.
- Members: please avoid speculative scheduling

#### **Checking In, Checking Out**

**Check In:** Guests can check in whenever agreed upon by Host and Guest, but not before 3 PM if the room was used the previous night.

- Guests will be given an orientation notebook with information about navigating the community as well as the surrounding neighborhoods.
- Host will orient Guest to the building and community
  - Meals
  - Morning kitchen
  - Community spaces

## *PDX Commons Condominium Home Owners' Association*

**Check out:** Guests can check out whenever agreed upon by Host and Guest, but not after 11 AM if room is to be used that night. Prior to the Guest's departure, the Resident Host will:

- Check the Guest Room for forgotten belongings
- Check for any damage
- Reclaim the key and fob
  - If the key and fob are mistakenly not returned, the resident host will be responsible for replacing them

### **Cleaning after departure**

- Guest Rooms must be cleaned after check-out, either by the end of the day, or before the next Guest is scheduled to arrive, whichever is earlier.
- The Guest Host may choose:
  - Option 1: The Host will be responsible for cleaning and re-stocking the room, according to standard protocol developed by the Guest Room Team.
  - Option 2: The Host may hire an approved cleaner to clean and re-stock the room in a timely manner. The Guest Room Team will maintain a list of approved cleaners to contact.

### **Guest Room Team**

This team is composed of 2-3 volunteer community members who will come up with the duties of this team. (Guest Rooms Workgroup has written up the duties. If the Guest Room Team would like to see a copy of our ideas ask Marsie Martien. Also Eliza Livingston has great cleaning protocol ideas.)