



One King West Hotel & Residence is a condominium hotel that takes the safety, comfort, security and overall tranquility of our guests and residents very seriously. We are committed to ensuring that your experience is relaxing and enjoyable. In accordance with this objective, the following **Tranquility Agreement** is in effect.

- All guest suite floors and hallways will be quiet after 10:00 pm.
- Only registered guests will be issued a suite key. Visitors after 8:00 pm must be signed in with Security upon hotel arrival.
- Suites have a maximum capacity of four people (including registered guests) at any given time. Maximum sleeping capacity varies by room type. See Front Desk for further details.
- Suites with more than the maximum capacity of occupants will result in all unregistered occupants being asked to return to their own suite if they are hotel guests. They will be escorted off the property if they are not a hotel guest.
- As the registered guest, you are responsible for the conduct, behaviour and utilization of all One King West facilities by you, your visitors and/or any other person(s) occupying your suite and/or under your care.
- As the registered guest, you are also responsible for any damages to the suite and/or any public area of the hotel caused by you, your visitors and/or any other person(s) occupying your suite and/or under your care.
- The fees associated with any damages include but are not limited to, the replacement costs for damaged items, linen, towels, breakage of hotel property, and/or additional cleaning costs required as a result of the damage.
- When using the elevators, please **DO NOT** jump, hold the doors open too long, place objects in the way to prevent the door from closing, and/or tamper with the equipment in any way. Doing so may cause the elevator's safety features to engage, immediately shutting down the elevator. Should an elevator shut down as a result of any of these, or other unnecessary abusive actions, charges will apply.
- Management reserves the right to refuse entry to any guest who is deemed to be bringing excessive alcohol onto the property. Alcoholic beverages may not be consumed in the guestroom corridors and/or in all public areas.

In the event that Management receives a noise or disturbance complaint(s) from a neighbouring guest against your suite, the following will apply:

- One (1) warning will be issued to the registered guest(s) for any complaint received.
- Should a second complaint be received, all unregistered guests will be asked to leave the suite immediately.
- Further noncompliance will result in immediate eviction.
- Noise complaints received after midnight will result in the immediate eviction of everyone in the suite, including the registered guest(s).
- There will be no refund issued for the room, and an additional \$200 disturbance fee for compensation to other guests who have been disturbed will be added to the room bill of the registered guest.