



HAVILLAND APARTMENTS POLICY

1. General Information

Havilland Apartments is a premium serviced apartment complex dedicated to providing a comfortable and secure environment for all our guests. This policy outlines the rules and expectations for all guests and visitors to ensure an enjoyable and safe experience. By staying at Havilland Apartments, guests agree to abide by these policies.

2. Hours of Operation

- **Front Desk:** 24/7 Service
- **Housekeeping:** 8:00 AM – 6:00 PM (Daily; once per day)
- **Laundry Services:** 8:00 AM – 6:00 PM (Express service available at an extra charge)
- **Kitchen:** 8:00 AM – 10:00 PM (Daily)
- **Snack Menu Availability:** Until 1:00 AM (Daily)
- **Room Service:** Available until 10:00 PM
- **Emergency Maintenance Services:** Available 24/7 (Plumbing, Electrical, Security)

3. Check-in and Check-out Policy

- **Check-in Time:** 12:00 PM
- **Check-out Time:** 12:00 PM
- **Early Check-in:** Subject to availability; additional charges may apply.
- **Late Check-out:** Based on availability and incurs a fee of 50% of the room rate. Guests checking out after 4:30 PM will be charged a full night's stay.
- **Luggage Storage:** Available for checked-out guests for up to 24 hours.
- **Exit Requirement:** Guests are required to submit a tally, provided by front desk at check-out, to the security at the gate before leaving the premises.



4. Payment and Cancellation Policy

- Guests must settle all accommodation charges upon check-in.
- All outstanding consumption bills must be paid upon check-out.
- An outstanding balance beyond check-out time (12:00 PM) will result in the room being double-locked until payment is cleared.
- **Caution Deposit:** 50% of the accommodation cost for one night, refunded after check-out upon inspection of the room.
- **Accepted Payment Methods:** Cash, Debit/Credit Cards, Mobile Payments.
- **Cancellation Policy:** Cancellations must be made at least 24 hours before the scheduled check-in time to avoid charges.

5. Guest Responsibilities and Conduct

- All guests must provide a valid photo ID at check-in. Accepted IDs include: International Passport, Driver's License, National ID Card (Foreign guests must present their passport or residence permit).
- Guests are responsible for the cost of any damages caused to apartment property, including but not limited to linens, furniture, electronics, and fixtures.
- Room service is provided free of charge.
- **Visitor Policy:** Visitors may inspect unoccupied rooms with prior approval from management. However, noise-making and partying are strictly prohibited.
- **Do Not Disturb Tag:** Each room is equipped with a "Do Not Disturb" tag, which can be placed on the entrance door handle if the guest does not wish to be disturbed by housekeeping.

6. Smoking and Drug Policy

- All rooms and indoor spaces are strictly non-smoking.
- A cleaning fee of 50% of the room rate will be charged for violations.



- The use, possession, or distribution of illegal drugs is strictly prohibited on the property.
- Guests found in violation of this policy will be evicted without a refund.
- Pets are not allowed on the premises.

7. Security and Valuables

- Havilland Apartments is not responsible for loss or damage to valuables left in guest rooms, vehicles, or public areas.
- Guests are encouraged to use the in-room safe for storing valuables.
- The property is monitored by CCTV in common areas; however, there is no surveillance within guest rooms to respect privacy.
- All lost and found items must be claimed with proof of ownership. Unclaimed items will be disposed of after 30 days.
- Room keys must be returned to the reception each time guests leave the property. Failure to comply will result in a charge.

8. Noise Policy

- Havilland Apartments maintains a quiet and relaxing environment.
- If a noise complaint is received, a warning will be issued.
- A second complaint will result in non-registered guests being asked to leave.
- A third complaint will result in eviction without a refund.

9. Visitor and Gathering Policy

- **Maximum Room Occupancy:**
 - **Single Room:** 2 adults
 - **Double Room:** 2 adults + 1 child (under 17)



- Parties, bridal showers, bachelor parties, and large gatherings are strictly prohibited.
- Visitors are allowed. However, they are not allowed to stay overnight and it is the occupant's responsibility to ensure that their visitor abides by our policies.
- No common gathering spaces are available apart from individual apartment rooms.

10. Environmental and Housekeeping Policy

- Rooms are cleaned once per day by housekeeping staff.
- Guests are encouraged to practice sustainability by conserving water and electricity.
- Recycling and proper waste disposal bins are provided in each apartment.

11. Legal and Regulatory Compliance

- Havilland Apartments complies with all local and international hospitality regulations.
- Guests must adhere to all safety and emergency procedures as directed by management.
- Any violation of property rules may result in legal action or eviction.

12. Discounts and Additional Services

- Guests staying for two weeks or more may be eligible for a discount.
- A complimentary car wash is provided for all guests. However, guests may opt out if they do not wish to have their vehicles washed.

Signed by:

Management

Havilland Apartments

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