

THE CLAYMORE INN AND SUITES * GROUP/TEAM CONTRACT

Alliance of Antigonish Inns
Claymore Inn and Suites * Maritime Inn * Coastal Inn

CHECK IN TIME IS AFTER 4PM; CHECK OUT TIME IS BY 11AM

At check in, it will be necessary to have registration cards completed for each guest room including the names of the persons in each guest room, as well as the name, address, and signature of the person accepting responsibility and making payment for these rooms.

We request that an individual from your group accept responsibility for all members during your stay with us by reading and agreeing to comply with the following:

GOOD BEHAVIOR GUIDELINES:

An attitude of respect for other guests and hotel staff is expected, therefore, noise not in keeping with an attitude of respect for others is not acceptable at any hour.

To that end, loud talking, gatherings in hallways, roughhousing, running or playing in hallways or stairways will cause you to forfeit your discount.

Quiet hours are from 10pm to 8am. During this time children and parents should be in their respective rooms with the doors closed.

Sticks, bats, balls, skates, etc. are not permitted in guestrooms.

HANDLING OF NOISE COMPLAINTS:

In the unfortunate event that we should receive complaints of noise in relation to your group, the following is the outline of our procedure for handling that situation:

First Complaint: If it is regarding minors not in guestrooms, the Front Desk will contact the person who signed this contract to deal with the situation. If it is regarding any guest room(s) signed for by the person who signed this contract, the Front Desk will contact this same person, to deal with the situation. If it is involving persons in public areas or in guest rooms, but not signed for by the person who signed this contract, then the Front Desk will speak with those persons directly.

Second Complaint: The same procedure will be followed as in the first complaint, with an additional warning that any further complaints will cause the group to forfeit their discount.

Third Complaint: The same procedure will be followed as in the second complain with an advisement that the discount has been forfeited and an additional warning that any further complaints will cause the persons to be asked to leave the hotel.

Fourth Complaint: The same procedure will be followed, including a requirement for the guest(s) causing the disturbance to hand in their keys, pay full charges for their own room. They will also be responsible for reimburse\sing the hotel for all refunds made by the hotel to other guests due to these noise complaints, as well as any damage to the property of the Claymore Inn and Suites.

DAMAGE TO PROPERTY:

Damage to property, including towels soiled with dyes, etc., must be paid for prior to departure.

RECEIVING THE GROUP/TEAM DISCOUNT

The contact person for your group, the person who signs this contract, will be the liaison with the Front Desk for handling complaints, etc., and will be advised if the discount will be given. This person will be the contact for their group in regard to any questions regarding this matter. If the team qualifies for the discount, then 20% will be deducted from the rack rates that were charged to your group's guestroom accounts at check in. It is possible to receive a discount for only one night of a two-night stay.

PLEASE NOTE: It is an all or nothing situation regarding this discount; one room can cause the whole group to lose it. However, as a reward for the contact person doing an exceptional job of keeping contact with the Front Desk and tending promptly and effectively with any matters that arise regarding their group, that person can be eligible for an additional 20% discount off the cost of their own guest room. For a group requiring more than twelve rooms, if they felt they need a second person to satisfactorily fill these requirements, then rather than extending one additional 20% discount, the hotel would extend to each of the two contact persons a 15% discount for excellently filling these positions.

PAYMENTS:

Accounts must be settled by cash, credit card, bank draft or money order. Payments being made by cash, bank draft or money order requires a \$100.00 security deposit to be made per room in addition to payment for the room at time of check in. A credit card pre authorized for this same amount will do.

RESERVATION AND CANCELLATION POLICY:

From our inventory of available rooms we will accept and hold a group reservation without requirement of a guarantee until one month prior to arrival. In the event that the reservation is taken within one month of the arrival date, a guarantee will be required at the time the reservation is taken. Rooming list is required two weeks prior to arrival.

TO CANCEL A GUEST ROOM WITHOUT PENALTY, the cancellation must be made no later than 48 hours prior to 4pm on the day of arrival. This applies to any or all nights of the original reservation even if the group has to leave prematurely. After that time the room is considered sold and payment will be processed.

I _____ with the _____
(Name of person accepting responsibility - Please Print) (Name of Team/Group - Please Print)
Of _____
(Address - Please Print)

accept responsibility for payment in full of the attached recorded reservations. I agree to be the acting liaison between our group/team and the hotel both prior to arrival and during our stay. I agree to be the contact and to support our group/team and the hotel in matters of behavior relating to our possible discount. I agree to advise all group/team members of the conditions of this contract including the hotel's expectations regarding acceptable conduct, check in and out times, and cancellation policy.

Signature	Date	Cell Phone Number
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Second Contact Name (Please Print)	Address (Please Print)
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Signature	Date	Cell Phone Number
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