

# Queretaro Guest House Policies

The following rules have been designed to facilitate living at Queretaro Guest House, so that residents can enjoy a comfortable stay with us.

- 1) **Check-in time:** 2:00pm (or by appt.)
- 2) **Check-out time:** 11:00 am
- 3) **Payment:** We accept MasterCard and VISA as well as cash (a deposit of \$50 is required at time of reservation.)
- 4) **Cancellations:** full credit when cancellation is two weeks prior to scheduled visit, 50% credit with one week's notice and no credit if less than a week.
- 5) **Keys:** We will give you a key for your private room. Lost or stolen keys will be charged to your account in the amount of \$25.00 per key.
- 6) **Locking Doors:** Please make sure that the door of your room is always locked. The Queretaro Guest House will not be held responsible for damaged, lost, or stolen items. When entering and exiting the building please make sure to lock the front door.
- 7) No **pets** allowed.
- 8) **Smoking Policy:** For the safety and comfort of all tenants the Queretaro Guesthouse is a non-smoking property.
- 9) **Common areas:** Guests are invited to use the living room, kitchen, and sitting area at their convenience. Please do not leave any personal belongings in common areas. Please pick up after yourself and put things back where you found them. Since the eating area is shared by all, please clean and properly store items after use.
- 10) **Quiet Time:** Noise must be kept to a minimum at all times as not to disturb guests, disorderly conduct of any type will not be permitted and entry into private areas of the Guest House or the rooms of any other guests is forbidden without permission.
- 11) **Cleaning Day:** In order to keep the Querétaro Guest House clean for all of our guests our housekeeper will clean all the common areas and rooms once per week on Wednesday between 11:00 a.m. - 2:00 p.m. If you would not like to have her clean your room, please simply let us know. In those cases the tenant will take responsibility for the cleaning and changing of the sheets of their rooms.
- 12) **Linen Usage:** To be environmentally sensitive linens and towels will be changed once a week - beds must be kept free of objects that would prevent housekeepers from being able to change linens.
- 13) **Cooking and heating appliances:** Cooking and heating appliances are not allowed in the guest rooms.
- 14) **Attire:** Guests must be properly attired at all times. Proper attire means fully clothed with shoes or sandals.
- 15) **Repairs:** Should your room require repairs, you may contact Laura Ramírez or Raymond Blakney at (442)171-13-06 or by email: [info@queretaroguesthouse.com](mailto:info@queretaroguesthouse.com)
- 16) **Internet connection:** The Queretaro Guest House is equipped with free wireless internet.
- 17) **Cleaning:** You are responsible for cleaning your own room.
- 18) **Trash:** Please take out your own trash from your room to the collection point (under the stairs in the black trash container). Garbage bins in the kitchen are for food scraps or other trash from using the kitchen.

We hope you enjoy your stay at Queretaro Guest House! If you have any questions feel free to call us at (442)171-13-06 or email at [info@queretaroguesthouse.com](mailto:info@queretaroguesthouse.com).