



DUNWOODY VILLAGE

3500 West Chester Pike
Newtown Square, PA 19073

POLICY AND PROCEDURES

ORIGINAL DATE: March 15, 2019
Revised: August 11, 2021

CODE: III-V

PAGES: 24, 24a, 24b

SUBJECT: Guest Apartments Accommodations and Responsibilities

POLICY: It is the policy of Dunwoody Village to provide guest accommodations for our residents' guests, subject to availability. Reservations, cancellations and terms of use are listed under Procedures. Residents or guests requesting a rental acknowledge that they understand and agree to be responsible for all procedures as listed.

PROCEDURES:

All reservations are the responsibility of the resident or resident's guest making the reservation, and all charges will be billed directly to the payment on file. Charges can be billed to the resident's monthly statement or the credit card provided in advance by the guest. No other form of payment (check or cash) will be accepted. All final charges will be billed after check-out.

To make reservations, please visit our website: www.dunwoody.org. Click on the link for Guest Apartment Accommodations. The link will take you to Sign-Up Genius. Fill out all information required to submit your request. If you have additional questions, you may call Residential Billing at 610-723-4626. during the hours of operation, 9:00 a.m. – 3:00 p.m. Monday through Friday.

All reservations are accepted on a first-come first-serve basis, and length of stay is subject to approval by management. Reservations should be confirmed at least 48 hours in advance, but no reservation will be accepted more than six (6) months in advance of the requested date.

Cost of rental is \$125.00 per day for a one-bedroom apartment (C-208) and \$100.00 per day for a studio apartment (C204 or C-210). There will be a cancellation fee equivalent of one day of the rental price if the cancellation is not received 48 hours in advance of the reservation date. Any concern about your cancellation must be submitted in writing to the Director of Operations.

AUTHORIZED BY:


Director of Operations



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Check-in time is 3:00 p.m. or later on the day of arrival. Guests staying in the apartment must sign in at the Front Desk when they arrive. The guest will receive a key at check-in and a copy of the policy Guest Apartments Accommodation and Responsibilities.

To ensure that there is adequate time for cleaning of the apartment before the next arrival, check-out time is 10:00 a.m. or earlier on the date of departure. Guests must sign-out and return the key to the Front Desk Receptionist. There will be a \$25.00 fee charged to the payment on file for late check-out and a \$35.00 fee for lost keys.

Thorough housecleaning will be done prior to and after the stay of each rental, Monday through Friday. No guest apartments will be turned over on weekends. Daily housekeeping services are not provided for guest apartments.

Guest apartments must be treated respectfully and not damaged or mistreated by guests. If damage occurs to the accommodation or its contents, the payment on record will be held responsible for any repair, replacement, or additional cleaning costs beyond normal use, at the sole discretion of Dunwoody Village.

- Resident or resident's guest(s) is responsible to inspect the accommodation prior to or upon arrival and immediately report any concerns to the Front Desk Receptionist.
- Upon check-out, the staff will inspect the accommodation. If damage has occurred, items are missing, or extra cleaning or repairs beyond normal use are necessary, the responsible party will be notified. A list of repairs or replacement will be provided, and damages will be charged to the payment on record.
- No items that are provided with accommodation are permitted to be removed; removal will result in replacement cost.
- If damage should occur accidentally, please report it immediately to the Front Desk Receptionist at 610-359-4400.
- If you have any issues or concerns during your stay or need clean towels, please call the Front Desk Receptionist at 610-359-4400.



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Dunwoody is a smoke-free campus. Smoking (to include all tobacco products and e-cigarettes) is not permitted. Smoking is not permitted in guest units or anywhere on Dunwoody property, including the parking areas and cars. A \$250.00 fine for smoking in guest units will be charged to the payment on record, and the guest will be prohibited from future stays.

No pets are permitted in guest accommodations.

Furniture may not be moved.

This policy will be posted in each guest apartment.

Policy and procedures are subject to change by Management.

Management reserves the right, at all times, to cancel any reservation and/or restrict guest apartment rentals for any reason whatsoever if such rental presents a concern to the health, safety, or welfare of the community. Such concerns may be related to but not limited to: an outbreak of infectious disease, government or industry regulations, construction, unexpected maintenance, or any emergency situation. In the event it is deemed necessary by Management to cancel a reservation or restrict availability of guest apartments, at no time will Dunwoody assume any responsibility for any costs incurred such as reimbursement for travel or other accommodations.