OLD GRACE HOUSING CO-OPERATIVE

GUEST ROOM BOOKING POLICY

1. BACKGROUND AND PURPOSE

When Old Grace Housing Co-operative was planned, members agreed to include a guest suite as part of the co-op's common space. This shared resource enables co-op members to invite guests to stay overnight, without needing to reserve a room in their own suite for this purpose, or store extra bedding, linens and towels that are only needed periodically. Members are expected to treat the guest suite like part of their own home, not as a hotel. This policy establishes guidelines for booking, using and managing the guest rooms for the benefit of all co-op members.

2. FACILITIES

a. The co-op's guest suite is on the 3rd floor, 200 Arlington Street. It consists of two bedrooms, with an adjoining shared bathroom (bath plus shower).
b. During their stay, guests can use the co-op's common areas and facilities (for example, the Common Room, Kitchen, 2nd and 3rd floor Lounges, Laundry and Library). Guests may access the co-op internet in the Library and Common Room, if available.
c. The co-op has 1 parking space for use by short-term visitors, subject to posted limitations, available for overnight parking from 9:00 pm to 9:00 am, on a first-come, first-served basis. Members who are expecting guests with vehicles are encouraged to email other co-op residents in advance to find out if any parking spaces may be temporarily available. Otherwise, overnight guests must park on the street.

3. MEMBER RESPONSIBILITIES AS HOST

a. Member hosts should remind their visitors of the co-op's *Occupancy Rules* re: quiet hours, scent-free and smoke-free environment in the building.
b. Pets, except for service animals, are not allowed in any common areas, including the guest rooms. If guests bring their pet to the co-op, the animal must stay in their hosts' suite.
c. Check-in time is 4:00 p.m., and check-out time is 11:00 a.m. unless other arrangements are made with the Guest Room Coordinators.
d. Hosts are responsible for leaving the suite in the condition in which they found it, following the cleaning protocol outlined in the Guest Room Procedures. Cleaning must be completed by 4:00 p.m. on check-out day unless other arrangements are made with the Guest Room Coordinators.
e. If the room is left in an unclean state and not ready for use, the cost of having it cleaned may be charged back to the hosting member.
f. A key replacement fee will be charged for unreturned keys.

g. Any damage or loss of co-op property for which guests are held responsible will be charged back to the co-op member who invited them.

4. BOOKING A ROOM

Guests must be hosted by a co-op member. Guest Room bookings are made on a first come / first served basis.

5. CHARGES

a. The board of directors will set the Guest Room rates, as part of the co-op's annual operating budget.
b. The co-op charges per room per night for the guest suite. The two bedrooms can be rented individually (the doors are separately keyed), or the whole suite can be rented to one family or group.

APPENDIX: GUEST ROOM PROCEDURES

1. GUEST ROOM BOOKINGS

a. Rooms are reserved by the co-op member acting as host, using the online booking system in the Member Section of the OGHC website.
b. Bookings are acknowledged by an automatic message sent to the co-op member's email address.
c. If a booking needs to be changed or cancelled, this should be done as soon as possible using the link provided on the Guest Room Booking page of the co-op website.

2. GUEST ROOM KEYS

a. Hosts should contact the Guest Room Coordinators to confirm their guests' arrival time, and to make arrangements for collecting the room keys.
b. Member hosts will be given a set of 3 keys (guest suite door key, guest bedroom key, front door/common area key) for each room that has been booked.
c. Keys must be returned to the Guest Room Coordinator on check-out day.

3. PAYMENT

Member hosts are charged when their guests leave through their online account with the co-op's property management company. Member hosts are sent a copy of the payment direction to the property manager. Other arrangements can be made at the discretion of the Treasurer.

4. GUEST ROOM MAINTENANCE

To clean the suite, member hosts, or their delegate, should:

- Strip the used sheets and pillowcases from the beds (duvet covers and pillow shams do not need to be washed each time, unless visibly dirty).
- Remake the beds with clean sheets and pillowcases, from the supply provided.
- Replace used towels with clean ones, from the supply provided.
- Launder all used linens and towels with unscented products **(unscented laundry soap can be supplied if the member does not have any).**
- Return the clean linen and towels to the Guest Room Coordinators within 72 hours.
- Clean the bath, toilet, handbasin, mirror and floor in the bathroom. **Supplies of unscented cleaning products are provided in the Guest Suite for member use.**
- Dust / wipe all hard surfaces in the bedroom.
- Sweep the bedroom floor and wash it, if visibly dirty.
- Empty the trash bins.

5. RESPONSIBILITIES OF GUEST ROOM COORDINATORS

Guest room coordination is a task carried out by co-op member volunteers. Their responsibilities are to:

- Manage the booking schedule, informing hosts if the suite is being shared with another guest or if the room is booked for the night of their guests' checking out.
- Issue room keys and record when keys are returned
- Confirm billing information for the Co-op Treasurer and/or the property manager
- Check the condition of the guest room(s) after each rental
- Resolve any cleaning issues (such as arranging for additional cleaning to be done)
- Monitor supplies such as toilet paper, soap, cleaning products and replace as necessary.
- Inform the co-op Maintenance Committee of any repairs needed or maintenance concerns
- Schedule seasonal room cleaning as necessary
- Arrange for periodic laundering of duvet covers, pillow shams, mattress covers, etc.
- Periodically conduct an inventory of furniture, linens and towels.
- Recommend replacement of furniture, equipment, bed linen or towels as necessary

The Guest Room Coordinators are empowered by the Board of Directors to resolve any issues arising from use of the guest rooms.