

RULES AND REGULATIONS

In Order to make your stay as pleasant as possible, the Management requests your co-operation in observing the following as an agreement between the guest and the " CITY SQUARE" (hereinafter called 'Management') under which rooms are permitted to be used by the guest(s):-

If a guest does not abide by the regulations, that guest might be asked not to use our facilities, and that guest might be liable for any damages.

1. Tariff

The tariff is for the room only and is exclusive of any government taxes applicable. Meals and other services are available at extra cost. To know your room tariff, please contact the Duty Manager, guest registration forms must be signed on arrivals.

2. Settlement of Bill

Bills must be settled on presentation.

3. Departure

Check out time is (10.00 AM) please inform the reception if you wish to retain your room beyond this time. Extension will be given depending on the availability. If the room is available, normal tariff will be charged. On failure of the guest to vacate the room on expiry or period the management shall have the right to remove the guest and his/her belongings from the room occupied by the Guest.

4. Luggage Storage

Subject to availability of the storage space, the guest can store luggage in the luggage room, at the guest's sole risk as to loss or damage from any cause, Luggage may not be stored for period of over 30 days.

5. Guest's Belongings

Guests are particularly requested to lock the door and windows of their rooms when going out or going to bed. The Management will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings or any other property from either the hotel room or the locker or any other part of the hotel for any cause whatsoever including theft of pilferage.

6. Hazardous Goods

Bringing goods and / or storing of raw or exposed cinema films or any other article of a combustible or hazardous nature and / or prohibited goods and / or goods of objectionable nature / ammunitions is prohibited. the Guest shall be solely liable and responsible to the management , its other guests , invitees visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the guest's own negligence and non-observance of any / instructions,.

7. Damage to Property

The guest will be held responsible for any loss or damage to the hotel property caused by themselves, their guests or any person for whom they are responsible.

8. Management's Rights

It is agreed that the guest will conduct him/ her in a respectable manner and will not cause any nuisance or annoyance within the hotel premises. The Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith, Without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of the default the Management has the right to remove the Guest luggage and belongings from the room occupied by him / her.

9. Relation between Management and Guest

Nothing herein above shall continue or be deemed to constitute, or create any tenancy or sub-tenancy, or any other right to interact in the hotel premises or any part of portion thereof, in favour of any Guest or resident or visitor, and the Management shall always be deemed to be in full and absolute possession of the whole of the hotel premises.

10. Government rules and regulations and application of laws

Guest are requested to observe, abide by confirm to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

THE MANAGEMENT RESERVES TO ITSELF THE RIGHT TO ADD TO, OR ALTER OR AMEND ANY OF THE ABOVE TERMS, CONDITIONS AND RULES WHICH ARE A PART AND AN ABSTRACT OF THE LODGING ACT.

Based on Article 10 of the provisions of the Accommodation Regulations, each client must abide by the following rules in order that all clients will be able to stay in our hotel in a safe and comfortable atmosphere.

- 1. The use of fire in the hallway and or guest rooms for the purpose of heating and cooking is prohibited.**
- 2. Do not smoke in an area where is easily to cause a fire, "NO Smoking inside the apartment".**
3. When not being used, do not touch the fire extinguisher.
- 4. Do not bother other guests, such as singing loudly, or any other noisy actions, etc.**

5. The followings items are prohibited in the guest rooms.

- Animals, birds
- The things with bad smell
- Too many things
- Flammable things such as gunpowder, benzine, etc...
- Non-approved guns and swords

6. Gambling or any other behavior that is against public morals in the hallways or guest rooms is prohibited.

7. Inviting strangers into the guest rooms, to use the facilities and or amenities is prohibited.

8. The use of guest rooms or the lobby as an office is prohibited.

9. The use of facilities and or amenities in the hallways or the guest rooms for any other purpose is prohibited.

10. Removing items from guest rooms or moving them to other places in the hotel is prohibited

11. Installation of any foreign item in to guest rooms or any part of our building is prohibited.

12. Hanging of any items in guest room windows that might ruin the beauty of our hotel appearance is prohibited.

13. Distribution of business flyers or any other business to clients in our hotel is prohibited.

14. Leaving unattended luggage or other items in the hallway or lobby is prohibited.

15. Left and unclaimed items will be kept for a period of 1 month from your departure date, unless otherwise instructed.

16. Use of phones in guest rooms will be charged to your bill.

17. All incidental charges like IDD charges must be immediately settled.

18. The room key is kept by the guest. Any damage and loss will be subject to a fine.

19. Keep the Hotel Premises clean. No article billed on the wall is allowed.

20. Guests must take good care of their own belongings. The Management will not be held responsible for any loss or damage incurred.

21. No prohibited articles, flammable articles or commercial goods are allowed to be stored inside the room.

22. No heavy trunks or anything as deemed inappropriate by the Management should be stored in the room.

23. If any abandoned luggage or lost and found items are not claimed by the guest after a maximum storage period of 90 calendar days, the Management has the right to dispose of these items.

24. No pets are allowed on the Hotel premises. No plants are allowed in the room.

25. No gambling of any kind or unlawful behavior is permitted.

26. Keep silence on the Hotel premises.

27. No hanging of clothes or other articles outside the windows is allowed.

28. No changing of rooms or transfer of rooms is allowed without the permission of the Front Desk.

29. Guests are held responsible for any damage done to the furniture / decoration or other facilities inside the rooms.

30. All electric appliances should be switched off and the windows should be closed when guests go out.

31. No electric appliance and furniture is to be installed inside the room without the permission of the Management.

32. Cooking or any ignition is not allowed in the room.

33. For hospital information or ambulance service, please contact the Front Desk.

34. Our staff may check the room from time to time.

35. Please do not take away the guest room items as souvenirs. Otherwise, the charge will be added onto your Hotel bill.

36. In case of violation of the above regulations or any misconduct as deemed to cause others' inconvenience or discomfort, the Management reserves the right to ask the guest to leave.

37. The Management reserves the right to alter or amend the above regulations without any notice. In case of any query, please contact the Front Desk.

* For items not covered by the above regulations, the Management will follow the general practice of The Hotel industry in Sri Lanka.

OUR REQUEST TO OUR CUSTOMERS IN CASE OF EMERGENCY

Our facilities comply with all disaster measures; therefore, we ask you please do not panic in the case of an accident.

When you arrive at your room...

- Please confirm the emergency exits and the evacuation route.
- Each room has two evacuation routes to the nearest emergency exits. Please walk and confirm these routes.
- Smoking when walking in the hotel or in bed is prohibited.

When you find a fire...

- Please push the emergency alarm bell closest to you, or call to the front desk 100.
- Please tell to the people there in loud voice,
- If possible, please extinguish the fire by use of a fire extinguisher. But if you think it's impossible to extinguish, please evacuate immediately.

When a fire occurs in the building...

- When a fire is announced by siren or TV emergency broadcasting, please be calm and immediately evacuate with composure from the closest emergency exit.

When you evacuate...

- Please follow the instructions of the person in charge or the emergency broadcasting.
- When you leave your room, please close the door so the fire won't expand and smoke can't spread.
- Wet a towel with water then cover your nose and mouth with it.
- Keep a low posture and evacuate along the wall choosing the evacuation route away from the smoke.
- Do not return to your room to collect your valuables, or any other reason after you have evacuated once, it is too dangerous.
- Night time evacuation, please use the emergency flash light available in each guest room.

DO NOT Use the elevator/lift during fire.

In the event of an earthquake...

- Please follow the instructions of the person in charge or the emergency broadcasting
- Don't touch windows.
- Please be careful of falling objects and cover your head.
- Please extinguish all smoking items immediately.
- The use of the elevator is prohibited.