

POLICIES

Remember you can always save when you book directly with us here on our web site at www.HotelMonteCarloOCEANFRONT.com

Thank you for selecting The Hotel Monte Carlo Group for your Vacation Destination. Listed below is a complete list of hotel policies and amenity information.

Check-in Time: After 4p.m. Check-out time by 11a.m. Reservations will be canceled if guests do not check in by 10 p.m. Please contact hotel for late arrivals.

Smoking: Property is smoke free. This also includes all Vape/E-cigarette Products. Guests found smoking on hotel property will be asked to leave with no refund and up to a \$500 cleaning fee will be charged.

Advance Deposit: For all standard reservations a 1st night plus tax payment is required when reservation is made. For June Senior Week/Weekly Rentals a 25% down payment is required.

Standard Cancellation/Change Policy/Early Check Outs: **Reservations made, canceled or changed 7 days or less prior to arrival are inside the cancellation policy and the deposit is nonrefundable/nontransferable.** Reservations changed or canceled 7 days or prior to check-in are outside the cancellation policy and may incur a \$25 cancellation fee. Group cancellations refer to group contracts. Refunds may take up to 30 days to process. Hotel does not refund for storm activity. If a state ordered mandatory evacuation is announced guests are permitted to use their advance deposit for a future stay for up to 1 year. **No refunds for early check-outs or room evictions.**

June High School Senior Week Change/ Cancellation Policy/ Early Check-outs: Reservations changed or canceled 30 days prior to arrival forfeit the 25% percent advance deposit required when making reservations. Cancellations outside of the 30-day policy will result in a \$75 processing fee. Refunds may take up to 30 days to process. **No refunds for early check-outs or room evictions.**

Credit Card/ Personal Check Payments: **Credit Card payments are accepted only when the card holder whose name appears on the card is present at check in with valid photo identification.** We do not accept credit card payments from persons not staying on property. Personal checks are accepted as long as they are received 21 days prior to check in. Personal checks are not permitted at check in. The return check fee charged to guests is \$50.

Security Deposit: **Guests 23 and under and cash paying guests are required to pay a cash security deposit at check in.** The charge is \$200 cash incidental/security deposit for the Hotel and \$300 cash incidental/security deposit for the Suites building. All other guests will be required to provide a credit card for incidentals. All June reservations security deposits are between \$300 and \$500 depending on the accommodation type and number of guests. Suites location security deposit is \$600.

Refunds/Discounts: We will always try our best to solve any issue that may arise. If you experience any inconveniences during your stay, please notify the front desk immediately. Hotel does not refund/discount for power outages, cable outages, internet outages or any other such inconveniences.

Discounts: Blackout dates apply and discounts may be discontinued at any time and may not be combined with other offers. Discounted rates are for direct bookings only and may only be offered

online, not on phone reservations or through 3rd party sites. Hotel will not honor incorrect rates on internet.

Additional Fees/Taxes: Rates do not include 6% State Tax, 4.5% Local Tax, + resort fee (\$9.00 per night February, March and April and \$15 per night May through November). Resort fee includes use of Wi-Fi, parking and free local calls.

Additional Persons Charges: Rates are based on double occupancy for most room types. Guests 15 and under stay free when registered with an adult. Guests 16 and over are charged \$10- \$15 per guest per night. All damages to rooms will be billed to credit card on file or deducted from the security deposit.

Shopping Cart Extras: Shopping cart extras purchased while booking your reservation and during your stay are nonrefundable including preferred parking, extra parking and all other shopping cart entries.

Parking: We offer 1 complimentary parking spot in 3 different parking lots. We have parking directly behind the building marked with signs. Another lot is located on 12th and Philadelphia (across the street from the hotel) and is marked with signs. The 3rd lot is also located on 12th street; Please see map on parking pass. Additional parking spots can be purchased for \$24.95+tax per day if available. All vehicles are parked on hotel lots at own risk.

Suites 11th St. and Baltimore Avenue: This property is located between 11th and 12th on Baltimore Avenue, across the street from our main hotel, and is rented 'condo style'. It has its own parking lot beneath the building and its own pool one flight up. The property is not staffed 24 hours a day. We offer stay over service between 10 a.m. and 2 p.m. After 2p.m. guests may make additional requests at the Hotel Monte Carlo Oceanfront registration desk on 11th and Boardwalk.

Rooftop Outdoor Pool: Open Memorial day Weekend to Labor Day Weekend 9a.m.-9p.m. Pool may also be open on weekends prior to and after the above mentioned dates weather permitting and depending on other circumstances.

Indoor Pool and Hot Tub: Open daily 9 a.m.- 11p.m.

Suites Outdoor Pool: 11th St. and Baltimore Avenue: Open Memorial Day Weekend to Labor Day Weekend 10 a.m.-6 p.m.

Severe Weather: All pools will be closed just before, during and 60 minutes after severe weather. Pools/ Hot Tub may also be closed at various times for pool cleaning. Pools do not have lifeguards and guests swim at their own risk.

Pool requirements: Guests 15 and under require adult supervision at all times. Children are not permitted in the hot tub. Hotel is not responsible for lost or damaged clothing or jewelry worn into any pool or hot tub.

Room Types: **Oceanfront** rooms are direct ocean and boardwalk view with balcony. **Partial Ocean View** rooms with balcony have a side view of the ocean and boardwalk. **City View** rooms with balcony have a view of the city and parking area. **Interior guestrooms** have no view and no window. **Suites building is located across the street and it is NOT oceanfront.** It offers 1 and 2-bedroom Condo Suites that sleep between 8 and 12 guests with balconies and city views only.

Bikes and Pets: Bikes are NOT allowed in the hotel. Pets are NOT allowed or permitted onto any part of hotel property.

Safety Mats: We offer rubber safety mats for use in bathtubs upon request.

Ice: The hotel has an ice machine available to all guests on the 3rd floor of the main oceanfront building. All suites and guestrooms also have refrigerators equipped with ice trays. Large bags of ice are not available at the hotel.

Other: Grills, electric griddles and other cooking appliances not provided by hotel are not permitted on the property.

Rooftop Bar: The rooftop bar is not yet open.

Restaurant: The restaurant is not yet open.

Monte Carlo Hotel Group ADA Policy

General

Monte Carlo Hotel Group strives to ensure that its services & features are accessible to people with disabilities, and has invested a significant amount of resources to help ensure that its website is made easier to use and more accessible for people with disabilities, with the strong belief that every person has the right to live with dignity, equality, comfort and independence.

Disclaimer

Monte Carlo Hotel Group continues its efforts to constantly improve the accessibility of its site and services in the belief that it is our collective moral obligation to allow seamless, accessible and unhindered use also for those of us with disabilities.

Despite our efforts to make all pages and content on our website fully accessible, some content may not have yet been fully adapted to the strictest accessibility standards. This may be a result of not having found or identified the most appropriate technological solution.

Here For You

If you are experiencing difficulty with any content on our website or require assistance with any part of our site, please contact us during normal business hours as detailed below and we will be happy to assist.

Contact Us

If you wish to report an accessibility issue, have any questions or need assistance, please contact John Lowe

Phone: 410-289-7101

Email: JLowe@tkohospitalitymgt.com