

Rosen Shingle Creek Hotel Policies

Hotel Check-In: After 3:00 p.m.

Hotel Check-Out: Before 11:00 a.m.

Guarantee Policy

Reservations must be guaranteed with a valid major credit or debit card. Authorization of one night room rate plus tax will occur 5 days prior to arrival. Use of a debit card will remove funds from bank account. If authorization declines reservation will be cancelled.

Cancellation Policy

Cancellation required by 4:00 p.m. EST at least 5 days prior to arrival to avoid a charge of one night's room and tax.

Non-Smoking Facility

Smoking and vaping are permitted only in designated outdoor smoking areas. They are prohibited indoors, inside guestrooms, and all exterior common areas. Guests who disregard this policy will be charged a cleaning fee starting at \$350.

Security Deposit for Incidentals

The deposit is \$50 per adult, per night for Incidentals. The amount is subject to change without notice. Cash deposits are not accepted. The lead guest must be at least 18 years old, present a valid government-issued photo ID, and a matching valid credit or debit card with a security chip to cover the security deposit/incidentals upon check-in. Hotel will place a hold on credit cards while a deposit is taken on debit cards to cover the security deposit/incidentals. Upon checkout, we will release the funds. It will take 7 to 10 business days for domestic banks/financial institutions to process. Foreign banks/financial institutions may take additional processing time.

Rates & Tax

Room rates are based on occupancy and subject to change until the reservation is confirmed. Unless otherwise noted, all lodging rates are plus tax, currently at 12.5%.

Parking

Self-parking and valet are available in our gated lot for an additional fee. DAV attendees received discounted self-parking \$8 per day/ night. Valet parking is complimentary for vehicles with handicap plates and decals.

Early Departure Fee

Guests who leave earlier than the confirmed departure date at the time of booking will be charged an additional \$75 fee. The fee amount is subject to change without notice.

Maximum Occupancies:

- Rooms with two beds: Up to 5 persons.
- Rooms with one bed: Up to 3 persons.

A crib for an infant may be added free of charge, subject to availability. One rollaway bed may also added for an additional \$28.13 nightly fee, subject to availability. Pricing may change without notice.

Accessibility

Rosen Hotels & Resorts is committed to making hotels, amenities, and services accessible to all guests regardless of abilities and disabilities. Full information can be located at www.rosenshinglecreek.com/accessibility.

For assistance with the accessible facilities and services offered at our hotel as well as to secure an accessible guestroom, please call us at [1-866-996-6338](tel:1-866-996-6338), direct message us on social media, or email us at reservations@rosenshinglecreek.com.

Pet Policy

Dog-friendly guestrooms are available. Please see www.rosenshinglecreek.com/accommodations/dog-policy to make arrangements. Service Dogs are exempt from dog policies.

Special Requests

You may submit requests for accommodation locations, views, and other preferences. We will work closely with the front desk to accommodate your preferences. Please note that although they are not guaranteed, we try our hardest to satisfy all requests. Fees may apply.