



## Hotel Rules

Thank you for choosing the Embassy Suites Hotel Phoenix Biltmore. To provide the very best accommodations, safety and comfort to you, your children, and all other guests, please take a moment to review our House Rules:

1. Never leave your money or other valuables in your guestroom. Safety deposit boxes are available at the front desk.
2. Our Hotel curfew is 10:00pm. Quiet time is between 10:00pm to 8:00am the following morning. No noise is to be heard outside of guestrooms, or in corridors. ***Should any guests be disturbed during quiet time due to noise by your group and want a refund on their room, you will be charged an extra night's room and tax charge.***
3. Running up and down stairwells and hotel corridors is not permitted.
4. Bell carts and elevators are not toys, please ensure the students are not racing and using them in this manner.
5. Throwing or kicking balls/objects in the hotel is strictly prohibited.
6. Please adhere to all Swimming Pool and Fitness Center rules listed at the entrance to each facility. There is not a lifeguard on duty; NO children under the age of 18 are permitted in pool or fitness area without an adult or chaperone. Pool towels are available poolside. Accordingly, please notify your group not to remove towels from the guest rooms for use at the pool.
7. No guests under the age of 18 should be in the Business Center unsupervised.
8. Hotel towels are for your use while at the hotel and are not to be taken off property. Removing them could result in additional room charges.
9. There is a dress code in our restaurant and public areas of the hotel. Please emphasize the requirements to wear a shirt and shoes while visiting public areas, especially the Complimentary breakfast and the Omaha Steakhouse restaurant.
10. Fire alarms are for true emergencies only. Please educate your group about the serious dangers and inconveniences that may be caused from an unintentional false alarm. Any false alarm will be investigated by the fire department and the cost of responding to a false alarm will be charged to your account.
11. The Housekeeping department is pleased to clean your suites daily, however, if they cannot gain access to the suite due to excessive clutter, clothes and bags covering the floors, they will not be able to clean the suite on those days.
12. The Housekeeping department monitors guestrooms on a daily basis. The registered hotel guest will be responsible for any damages to guestroom walls, carpet, furniture and amenities.
13. Individual and/or team misbehavior will be reported to the Group Chaperone or Director.
14. For large groups, a maximum of four keys can be issued. In case of a lost or misplaced key, an adult/chaperone must show the proper identification to receive another room key.
15. Outside food and beverage is NOT permitted in the public areas of the hotel due to local state laws. You are more than welcome to enjoy outside food and beverage in the privacy of your suites. If you wish to make formal dining arrangements, please contact the Omaha Steakhouse & Banquets 602-553-8970.

We hope you enjoy your stay at the Embassy Suites Phoenix - Biltmore. Please let us know if there is anything we can do to make your stay more comfortable.

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**Group Name**

\_\_\_\_\_  
**Contact Name**

\_\_\_\_\_  
**Contact Cell Phone**

\_\_\_\_\_  
**Date**