



## **GUEST GUIDELINES/POLICY:**

Dear esteem guest, in order to make your stay as pleasant as possible, the management team request your cooperation in observing the following rules and regulations as an agreement between the **Guests and Jayhaven Crystal Apartment Serviced (hereinafter called management)** under which rooms are permitted to be used by the guests. We urge our guests to read these provisions and note their responsibilities, payment arrangements, cancellation terms, and limitations on the liability of Jayhaven Crystal Apartment.

### **1. RESERVATION AND CONFIRMATION OF RESERVATION**

A reservation made via e-mail, website, phone, or in-person to use Jayhaven Crystal Apartment services is not confirmed until the full payment is made. The room is at your disposal from 3 pm on the day of arrival until 12 noon on the day of departure unless other arrangements have been made.

### **2. PAYMENT:**

Payments may be made through approved bank transfer, Point-of-Sale (POS), debit or credit card, mobile transfer, or any other payment method approved by the management. Please contact us if you wish to make a bank transfer, and we will provide you with our bank details. Please note that Jayhaven Crystal requires the full amount to appear on the Company's account before guest's arrival.

### **3. ROOM PRICES:**

Jayhaven Crystal Apartment guarantees that all online reservations will be at the best available price for the room of your choice on the booking date. This is our commitment to providing our customers with maximum value for money. Each room accommodates a maximum of 2 adults and 2 children under the age of 10.

Please note that Service Apartments prices in Nigeria may increase during major events and high-demand periods. For our most up-to-date rates, please contact us through [www.jayhavencrystal.com](http://www.jayhavencrystal.com) or call at +2347046866237.

### **4. CHANGING/ CANCELLATION:**

(a). Cancellations must be made at least 24 hours before arrival, no later than 3:00 PM, to avoid a charge equivalent to one night's room rate per canceled room. Cancellations must be submitted via email or phone. If not received within the stated timeframe, an invoice will be issued following these terms.

#### **(b) REFUND POLICY:**

- Refunds are processed within 14 working days after confirmation.
- Reservation changes are subject to availability and may incur charges.
- A security deposit of 50,000 naira is required at check-in, which will be refunded upon check-out, provided no damage(s) or violations of apartment's rules occur.

(c). Guests are not allowed to bring in their appliances to the apartment such as PES, electric iron etc. Guests will be liable for any damage caused by the use of

their own appliances in the apartment.

(d) Damages to the Properties: Guests are responsible for any damage, theft, or loss of property during their stay. Cleaning of the Apartment and changing of Bed-sheet or towel are done upon request. Staff will not clean the room if a customer is not on the property.

(e). Late check-outs are subject to a fee of forty thousand Naira (N40.000) per hour after the approved check-out time. Check out time is 12:00pm.

**5. GUEST CONDUCT & POLICIES:** No Smoking: Smoking (including e-cigarettes and shisha) is strictly forbidden in guest rooms and enclosed public areas. Fines for violation are strictly enforced and shall result in eviction or the forfeiture of remaining paid days and hour or fine of ₦200,000 to cover deep cleaning and fire alarm reset costs.

**6. GUEST IDENTIFICATION / INFORMATION:**

Guests must provide valid identification data before check-in following the state law by the State immigration Services of Akwa-Ibom State. Guests who refused to furnish Jayhaven Crystal Serviced Apartment with a valid means of identification shall be denied entry and subject to eviction from the Apartment.

**7. OCCUPANCY LIMIT:** A maximum of 2 guests is allowed per room. Please note that additional guests will incur a charge of ₦20,000 per person if the total guest exceeds 8 guests (2 in each room), unless an extra room is booked.

**8. VISITORS' POLICY:** Not more than two visitors are permitted to visit our guest during their stay. In our effort to keep our guest(s) safe, our guest's visitors must sign-in before visiting.

**9. STANDARD TIMINGS:** Check-In & Check-Out: Standard check-in at Jayhaven Crystal is from 3:00 PM, and check-out is between 11:00 AM and 12:00 PM. Early check-ins and late check-outs are subject to availability and may incur extra charges. This is to enable the housekeepers to prepare the room(s) for the next guest. Please, note that delayed attract extra-payment which is 2% of the service amount paid.

**10. QUIET HOURS:** Jayhaven Crystal enforces quiet hours between 10:00 PM and 7:00 AM. Excessive noise, loud music, or disruptive behaviors are grounds for eviction without a refund.

**11. PROHIBITED ITEMS:** Firearms, illegal drugs, explosives, and hazardous or offensive materials are strictly prohibited inside and outside our premise. Penalty is strictly enforced and violation attracts police invitation.

**12. GATE CLOSURE TIMES & SECURITY:** To ensure the safety and security of all guests, the main entrance gate shall be closed daily from 12:00 midnight (12:00 a.m.) to 6:00 a.m.

***During these hours:***

- Guests arriving or departing must notify the reception or security personnel in advance where possible.
- Access will be granted only after proper identification and verification.

- Visitors are not permitted during gate closure hours unless prior approval has been obtained from management.
- Excessive noise, loitering, or activities that may disturb other guests during these hours are strictly prohibited.
- Management reserves the right to deny entry to any unregistered visitor or person whose presence may compromise the safety, security, or comfort of other guests.

**13. PROPERTY DAMAGE:** Before a guest makes any payment, guests are expected to review the house inventory carefully. The guest will be liable for any damage during his/her stay. Jayhaven Crystal will not bear the responsibility of replacing any property damaged by the guest.

**14. NO PARTYING POLICY:**

To ensure the comfort, safety, and peaceful enjoyment of all guests, parties, social events, celebrations, receptions, and unauthorized gatherings are strictly prohibited within the Serviced Apartment premises. However, in-house birthday party of 5 persons can be permitted with the discretion of the Jayhaven Crystal management.

**15. DEBT POLICY:** We do not accept unpaid balances. Checkout time is considered elapsed once the duration covered by the guest's payment has ended. If payment is delayed by more than 4 hours after this time, the guest will be charged for an additional full day. Failure to make payment may result in immediate eviction and potential legal action. Any loss of items or belongings due to eviction will not be the responsibility of Jayhaven Crystal Serviced Apartment or its partners. The defaulting guest will bear 100% of the losses.

**16. NON-TRANSFERABILITY OF RESERVATION:** Reservations are non-transferable. Only the guest named in the booking may check-in with a government valid identification card. Any transfer of the reservation will result in cancellation without a refund. Room reservations are non-transferable and must not, under any circumstances, be sold or otherwise transferred to a third party who is not a member of your group without a prior written notice.

**17. RIGHT TO REFUSE SERVICE:** The management reserves the right to refuse service or evict guests who exhibit abusive, disruptive, or illegal behavior. No refunds will be issued in such cases as we partner with the law enforcement agencies designated for such an issue.

**18. HEALTH AND SAFETY REQUIREMENTS:** Guests must comply with all health and safety guidelines in place during their stay.

**19. UNLAWFUL ACTIVITIES:** Engaging in any unlawful activities, including the use of illegal substances such as Marijuana, cocaine, and any other substances that are illegal is prohibited. Jayhaven Crystal Serviced Apartment prohibits the use of any of these illegal substances in her property and she is not responsible for anyone who breaks the law. Jayhaven Crystal Serviced Apartment will be willing to cooperate with the law enforcement agencies in their investigation if anyone goes against the law. If any guest is reported indulging in drugs on the premises, will result in immediate eviction and possible legal action.

**20. FIGHTING:** No fighting is allowed in the premises. Jayhaven Crystal advice

that guests resolve their differences amicably without any physical force. If a guest(s) engages in fighting on the property, it will result in immediate eviction without refund and possible involvement of the law enforcement agencies appropriate to the issue at hand. In the event of a dispute, the guest agrees to resolve the issue through [arbitration/mediation] and submit it to the jurisdiction of the courts in Akwa Ibom.

**21. PHOTOGRAPHIC AND VIDEO SURVEILLANCE:**

Security cameras are in operation in public/common areas for safety and security purposes only. No security cameras in any room of Jayhaven Serviced Apartment.

**22. USE OF WEAPON ON THE PROPERTY:** Jayhaven Crystal Serviced Apartment is a No-Weapon Zone. We do not accept the use of firearms, and other weapons that are prohibited by law except for licensed to carry such weapons. Jayhaven Crystal Serviced Apartment will not be liable for anyone caught by law for the use of any weapon on the property.

**23. PETS POLICY:** We welcome pets, however, a customer who lodge with us and accompanied by his pets will pay additional fees of 3%, except for assistance dogs.

**24. APPLIANCES:** Electrical appliances, such as toasters, mini cookers, and portable grills, may not be used in the rooms as they may set off the sensitive fire alarm system.

**25. USED OF UTENSILS & KITCHEN CLEANING:**

We kindly also wish to notify our esteem guests that our staffs are not responsible for washing and cleaning of kitchen utensils both during and after staying in the apartment. However, where a guest wishes for the services of the apartment staff in washings and cleaning the kitchen's utensil, we charge 5% additional fees.

**26. ADVERTISEMENT OF CRYSTAL APARTMENT:** A customer is authorised to advertise, market, or offer our rooms for rent, individually or as part of a package. However, releasing, bundling requires a prior written consent from the management.

**27. DAMAGE DURING STAY:** Guests are fully responsible for any damage caused to the room or its contents during their stay. Jayhaven Crystal reserves the right to charge for repairs or replacements as necessary. While we are committed to providing a safe and secure environment, Jayhaven Crystal is not liable for any personal injuries sustained while on the property. We encourage all guests to take appropriate care during their stay.

**28. HOUSE KEEPING POLICY:**

- Housekeepers are available based on guest request three (3) times a week.
- Beddings are changed two (2) times a week for long time stay except when necessary.
- Room cleaning are done only when guest(s) is on the property or upon request.
- No housekeeper is allowed to clean guest's room in absence of the guest, except requested.
- Every guest is expected to come with his/her toiletries. Jayhaven Crystal will provide beddings and towels. Soap and tissue papers are provided as complimentary to our guests.

- We do not provide washing detergents for guests. However, our housekeepers can be of help upon request.

**29. FORCE MAJEURE:** We are not responsible for any failure to perform our services due to events beyond our control, such as natural disasters or pandemics.

By making payment(s), you hereby agree to be bound by the aforestated terms and conditions of service.

**Account Name:** Jayhaven Crystal

**Bank:** First Bank of Nigeria

**Account No:** 2044930314

**LEGAL CONSULTANT / COMPLIANCE OFFICER:**

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