

# Policies

## General Policies:

- You must be twenty one (21) years or older to rent a guestroom at Hotel Capstone.
- Valid photo identification will be required, as well as a valid credit card, at the time of check-in.
- In accordance with state law, Hotel Capstone has a zero tolerance policy in which it will refuse to admit or refuse service or accommodation in the hotel or may remove a person who: while on the premises of the hotel acts in an obviously intoxicated or disorderly manner, destroys or threatens to destroy hotel property, or causes or threatens to cause a public disturbance; or refuses or is unable to pay for the accommodations or services.
- Hotel Capstone may limit the number of persons who may occupy a particular guestroom in the hotel and will only allow registered guests to use its facilities.
- A person who negligently or intentionally causes damage to the hotel or any furniture or furnishings within the hotel, shall be liable for damages sustained by the hotel, including the hotel's loss of revenue resulting from the inability to rent or lease rooms while the damage is being repaired.

## Cancellation Policy:

- All guaranteed reservations must be canceled by 6:00 pm prior to the day of arrival, or one night's room and tax will be charged to the credit card provided at the time of booking.
- Special cancellation policies apply for the following weekends:

- Football Weekends (September-November) – Non-refundable
- A Day (April) – 1 week prior
- Spring, Summer, & Winter Commencement (May, August, December) – one night non-refundable deposit required, 30 day cancellation required in order to avoid additional charges.
- Move-In (August) – 1 week prior

**Smoking Policy:**

Hotel Capstone is a non-smoking hotel. Any guest smoking in a room will be charged a \$200 deep cleaning fee. Please contact the hotel for further information.

**Damage Policy**

Damages incurred to hotel property as a result of hotel occupant or guest(s) of occupant, will result in fees that will be billed to the hotel occupant. Fees may vary depending upon the amount necessary to restore or replace the damaged property up to, and including, the inability to rent the room(s).

**Pet Policy:**

No pets allowed except for service animals.

**Lost and Found Policy:**

Hotel Capstone is not responsible for any items left behind in guestrooms and/or public spaces. Hotel staff will place any item(s) found in the Lost & Found where it will be kept for thirty (30) days. Any items not claimed within that time period will be donated to a local charity or discarded.

**Check-in/Check-out Policy:**

Guests are invited to check in at 3 pm and, per hotel policy, check out time is 12 pm. Guests must be twenty one (21) or over to check into a guestroom. Late check-outs are subject to additional charges.

**Credit Card Policy:**

We require a major credit card (Visa, MasterCard, American Express, Discover) to be presented at check-in. While cash is accepted, a credit card must be provided for incidentals. A nominal charge will be authorized to ensure the validity of the card presented.

If you use a debit/credit card at check-in, the Hotel will place a hold on your card account for the full anticipated amount to be owed to the hotel, including estimated incidentals, through your date of check-out and such hold may not be released for 72 hours from the date of check-out, or longer, at the discretion of your card issuer.

**Early Departure Policy:**

An early departure fee of one night's room and tax applies to guests checking out prior to their departure date, confirmed at check-in.

**Extra Bedding Policy:**

Cribs are available by request. Additional pillows and blankets are available upon request. Roll-away beds are available by request and subject to availability. There is a \$10 charge for roll-away beds.

**Parking Policy:**

Self-parking is available and limited. No moving vans or over-sized vehicles are allowed in Hotel Capstone's parking lot. Please contact the Hotel for alternate parking information.

**Package Handling & Storage:**

Hotel Capstone will hold any items arriving prior to the guest's arrival date. Hotel Capstone is not responsible for any damage to the items. In order to ensure accurate delivery, please use the following address format:

**Hotel Capstone**

**Attn: (Guest Name) and (Arrival Date)**

**320 Paul W Bryant Drive**

**Tuscaloosa, Alabama 35401**