



Chicago South Loop Hotel Terms & Conditions:

Thank you for thinking of the Chicago South Loop Hotel for your lodging needs! We look forward to delivering a great experience upon your arrival!

Your experience includes complimentary wireless internet and complimentary parking for up to 1 parking space per room booked on a first come first serve basis. Additional vehicles may be parked at a rate of \$10.00/day. Oversized vehicles may be parked off-site in auxiliary lot and street parking per local laws.

Check-in and Check-out Policies:

Extra-person charges may apply with 3 or more people staying in a room.

Maximum occupancy in any room with a King Size Bed is 3, and maximum occupancy is 4 people for any room with two Queen Beds.

Government-issued photo identification is required at check-in and must match the name on the reservation.

The name on the credit card used at check-in to pay for incidentals must be the primary name on the guestroom reservation and must be presented with a government issued photo identification.

Special requests are subject to availability upon check-in and may incur additional charges. Special requests cannot be guaranteed but our staff will try to accommodate each request.

Chicago South Loop Hotel does not provide rollway beds.

Check-in begins at 3pm. Should you need to arrive prior to 3pm, please contact the hotel on the day of your arrival to request an early check-in. While not guaranteed, we will diligently with our guests to accommodate any early check-in request.

Check-out is by 11am on the day of your departure. Late check-out requests are subject to availability on the departure date. Any late check-out times after 2:00 pm will incur an additional night's charge.

Deposit Policy:

If paying by debit or credit card, the payment type on file is pre-authorized the entire amount of the booked stay, taxes, and \$100 incidentals. An additional authorization by Chicago South Loop Hotel of a \$100.00 is placed on the card for any estimated incidentals and/or damages. This hold is released immediately by the hotel at check-out, and will take approximately 3-7 business days to return to your account, per your bank's policies.

Pre-paid and regular debit cards can take up to 30 days, per your bank's policies for refunds and adjustments. In some cases, the company backing the form of debit card will hold \$500+ from your pre-paid debit card account in addition to what the hotel pre-authorizes.

If paying by cash, a \$100 deposit is collected at check-in and fully refundable at check-out provided there are no additional charges, damages to the room, or any smoking or use of vaporizers of any type in the room. Cash will not be accepted or refunded between the hours of 10:00 pm and 5:00 am.

Checks:

Checks are accepted only if it is received at least 14 days prior to arrival, so that the check has time to clear the bank. If the check is returned as NSF or for any other reason, guests will be required to pay in full at check-in as noted in the above terms.

Minimum Check-in Age:

The minimum age to check in is 21 years old, unless accompanied by another person over the age of 21 staying in the same room.

Cancellation Policy:

If you cancel your reservations by 3pm Central Standard Time on the day prior to your scheduled arrival, there is no cancellation charge. Cancelling after 3pm on the day prior to your arrival will result in the credit card on file being charged the first night's room and tax. Group bookings are subject to different terms and conditions.

No show Policy:

If you do not show up for your reservation, the credit card on file will be charged the first night's room and tax.

Service Animals & Pets:

Chicago South Loop Hotel is unable to accept pets. A \$250 non-refundable charge will be made if pets are found in any guest room.

Chicago South Loop Hotel accepts service animals. A \$250 cleaning fee will be applied if the service animal damages the room in any way (including but not limited to urination, defecation, chewing, etc.).

Packages:

For all packages and mail delivered to the Chicago South Loop Hotel, there is a \$5 per package fee.

Smoking and Vaporizers:

The Chicago South Loop Hotel is a **NON-SMOKING** and **NON-VAPORIZER** facility. If you choose to smoke or use a vaporizer in your room, there will be a non-refundable charge of **\$250.00**.

Damages:

We value all of our guests. We have front desk staff on duty 24 hours per day to address any issues that may arise during your stay, however if there is any physical damage as a result of you and your guests, you will be responsible for any damage charges or excessive cleaning needed.