

Hotel Rules & Regulations for Guests

A ready-to-use guest policy template for hotels, resorts, homestays, serviced apartments, and vacation rentals.

FREE GUEST POLICY TEMPLATE

HOSPITALITY PROFESSIONALS

7-8 PAGES

Customize these policies based on your property's requirements. This template covers every essential area — from check-in procedures and room rules to visitor policies, payment terms, and guest safety — giving you a professional foundation you can adapt and deploy immediately.

Check-in & Check-out Policy

Clear, well-communicated check-in and check-out procedures are the foundation of a smooth guest experience. Use this section to set expectations from the moment a reservation is confirmed through to departure.

Check-in

- **Standard check-in time** — Typically 2:00 PM or 3:00 PM; confirm in all pre-arrival communications
- **Early check-in** — Available upon request, subject to availability; may incur an additional fee
- **ID verification** — Valid government-issued photo ID required from all primary guests at check-in
- **Registration** — All guests must complete the registration card with full name, address, and contact details
- **Security deposit** — Optional; may be required at check-in for incidentals and returned upon departure

Check-out

- **Standard check-out time** — Typically 11:00 AM or 12:00 PM; clearly stated in confirmation emails
- **Late check-out** — Available upon request, subject to availability; may incur an additional fee
- **Express check-out** — Guests may settle their bill in advance or through available digital checkout options
- **Forgotten belongings** — Items left behind will be held for 30 days; contact the front desk to arrange collection
- **Final payment** — All outstanding charges must be settled before departure; incidental holds are released per bank policy

- ❏ **Hotel Tip:** Clearly communicate check-in and check-out timings on your website, booking engine, confirmation email, and front desk signage to reduce disputes and improve guest satisfaction.

Room Rules

Establish clear expectations for how guests should use and treat their accommodation. These six policies cover the most common areas of guest responsibility and help protect both your property and your guests.



Smoking

Smoking is strictly prohibited inside all guest rooms and indoor areas. Designated outdoor smoking zones are available. Violations may result in an additional deep-cleaning charge.



Occupancy

Only registered guests may stay overnight. Maximum occupancy per room is strictly enforced in accordance with fire safety regulations. Unregistered overnight guests are not permitted.



Damage

Guests are financially responsible for any intentional or negligent damage to room furnishings, fixtures, or equipment. Charges will be applied to the payment method on file.



Housekeeping

Daily housekeeping is provided between 9:00 AM and 5:00 PM. Guests may opt out by placing the "Do Not Disturb" sign on the door. Requests outside these hours are subject to availability.



Noise

Quiet hours are enforced from 10:00 PM to 7:00 AM. Guests are expected to keep noise to a minimum during these hours out of respect for fellow guests. Repeated violations may result in eviction.



Electrical Appliances

Only hotel-provided appliances may be used in guest rooms. High-wattage or unauthorized appliances (e.g., kettles, irons) are not permitted for safety reasons. Contact reception for approved alternatives.

Visitor Policy

A clear visitor policy protects the security and comfort of all guests. Define who may visit, when, and under what conditions — and ensure your front-desk team is trained to enforce it consistently.



Visitor Registration

All visitors must register at the front desk with a valid ID. Visitors are permitted in public areas only unless accompanied by the registered guest.



Visiting Hours

Visiting hours are from 8:00 AM to 10:00 PM. All visitors must vacate the premises by the designated curfew unless registered as an overnight guest.



Overnight Guests

Overnight guests must be registered at check-in or added at the front desk. Additional charges may apply. Unregistered overnight stays are not permitted.



Security

The hotel reserves the right to deny entry to any visitor deemed a security risk. All visitors are subject to security screening at the discretion of management.



Children

Children under 12 must be supervised by an adult at all times in common areas. Cribs and rollaway beds are available upon request, subject to availability.



Parking

Parking is available on a first-come, first-served basis. The hotel is not responsible for any damage to or theft from vehicles. Valet and self-park rates apply where offered.

Payments & Cancellation Policy

A transparent payment and cancellation policy protects your revenue and sets clear expectations for guests. Communicate each stage of the financial journey — from booking to check-out — in writing before arrival.



📌 **Hotel Tip:** Always send the full payment and cancellation policy in writing at the time of booking confirmation. This reduces disputes and chargebacks significantly.

Guest Conduct & Safety

Guest conduct and safety policies protect your staff, your property, and your other guests. Present these expectations clearly at check-in and in your in-room materials to ensure a respectful environment for everyone.

Guest Conduct

- **Respect staff** — Abusive or threatening behavior toward staff will not be tolerated and may result in removal from the property
- **Illegal activities** — Any illegal activity on the premises will be reported to law enforcement without exception
- **Alcohol & substances** — Consumption of alcohol is permitted in designated areas only; illicit substances are strictly prohibited
- **Quiet hours** — Observe quiet hours from 10:00 PM to 7:00 AM in all guest rooms and corridors
- **Public behavior** — Guests are expected to maintain appropriate conduct in all shared and public spaces

Safety

- **Fire exits** — Familiarize yourself with the nearest fire exit upon arrival; evacuation maps are posted in every room
- **Emergency contacts** — Dial 0 for reception; in an emergency, contact local emergency services immediately
- **Safe deposit box** — In-room safes are available for valuables; the hotel is not liable for items left unsecured
- **Medical emergencies** — Contact reception immediately; first-aid kits and AED units are available on-site
- **Lost keys** — Report lost key cards to reception immediately; a replacement fee may apply

Quick Hotel Policy Checklist

Before publishing your guest policy, run through this checklist to ensure every essential area is covered. A complete, clearly communicated policy reduces disputes, protects your property, and improves the overall guest experience.



Check-in Time

Standard and early check-in times are clearly stated on your website, booking engine, and confirmation emails.



Check-out Time

Standard and late check-out options with any applicable fees clearly communicated in advance.



Cancellation Policy

Deadlines, fees, and refund conditions stated plainly at the point of booking and in confirmation communications.



Child Policy

Age limits, extra bed availability, and any child-specific charges or complimentary stays are defined.



Pet Policy

Whether pets are allowed, any breed or size restrictions, and applicable pet fees or deposits.



Visitor Policy

Visiting hours, registration requirements, and rules for overnight guests are clearly outlined.



Smoking Policy

Designated smoking areas identified; penalties for smoking in non-smoking rooms clearly stated.



Damage Charges

Guest liability for intentional or negligent damage to room furnishings, fixtures, and equipment.



Quiet Hours

Specific quiet hours (e.g., 10 PM – 7 AM) communicated at check-in and posted in guest rooms.



Emergency Contacts

Front desk number, local emergency services, and medical facility information provided in-room.



Refund Policy

Processing timelines, eligible scenarios, and methods of refund are clearly documented and accessible.



GST / Tax Details

Applicable taxes, service charges, and GST registration details are displayed as required by law.

Ready to Customize Your Policy?

Every property is unique. Use this template as your foundation, then adapt each section to reflect your hotel's specific rules, local regulations, and brand voice. A well-crafted guest policy protects your business and sets the tone for a professional, trustworthy guest experience from the very first interaction.

Download & Edit

Adapt each section to your property's specific requirements, local laws, and brand standards before publishing.

Share Widely

Distribute your finalized policy across your website, booking engine, confirmation emails, and in-room materials.

Update Regularly

Review and refresh your policies annually or whenever regulations, services, or operational procedures change.

AxisRooms helps hotels streamline reservations, guest communication, payments, and booking operations through one connected hospitality platform. Built for modern hoteliers who want to spend less time on admin and more time delivering exceptional guest experiences.

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