

SAGO HOTEL POLICIES
Check in: 3:00 PM Check out: 11:00 AM

AGE REQUIREMENT POLICY

Guests must be 21 years or older with valid identification to book a room under their name and check into the hotel.

CHECK-IN POLICY | PAYMENTS | INCIDENTALS

The hotel does not accept cash as form of payment, and only major credit cards are accepted. A debit or credit card will be authorized upon check-in for the amount or \$100 to cover incidentals. The authorization will be held until the guest rooms is cleared and checked after check-out. The hold will be released within a few days after check-out. Authorized amounts may take up to 30 days after departure to be released by your bank or financial institution and the hotel will not be responsible for any resulting fees or charges. The Sago Hotel reserves the right to photocopy guest's valid photo ID and credit card upon check-in as well as the right to photocopy the ID and credit card of guests of guests, as part of standard procedure. All guest must sign and date our policy sheet and provide a credit card for incidentals in order to be allowed into the room.

The guests understand to pay to the hotel any sum that will be asked for stay and the service provided, including for any damages in property caused by guest. It will be charged accordingly through incidental fee.

THIRD PARTY POLICY

The hotel does accept credit card authorization forms as a method of payment. The form must be received prior to check-in. Our standard form can be emailed to the guest upon receipt of a request at info@sagohotel.com. We do require front and back copies of the credit card for processing as well as a valid form of identification.

CHILDREN AND EXTRA BED POLICY

All children under 2 years are charged \$50 per night in a crib. All children under 12 years are charged \$75 per night for extra beds. Any additional older children or adults are charged \$90 per night or extra beds.

EVENT POLICY

The Sago Hotel has a no event/no party policy. This means that any gathering over the allowed occupancy per room is not allowed. Inquiries about opportunities for possible events must be specifically coordinated with management in advance. In addition, The Sago Hotel reserves the right to enforce special event policies over high demand dates such as some holidays, sporting events, annual festivals, or other citywide events. If a gathering above the allowed limit should occur without planning with the hotel in advance, the hotel reserves the right to charge the guest through incidentals.

BAGGAGE & PACKAGE HANDLING POLICY

The Sago Hotel will hold on to all guest packages up to one weeks due to limited storage space. All parcels arrived before guest's check-in date will be charged \$5 per day as storage fee, the property cannot held responsible for lost or damaged goods. All unclaimed baggage let at the hotel will be discarded after 48 hours with no communication from the guest.

PET POLICY

There is a strict no-pet policy on the property. Service animals with the proper documentation are allowed.

ROOFTOP DECK POLICY

The rooftop deck on the 6th floor is accessible to Sago Hotel guests and guests of guests only, between the hours of 7am and 6pm daily.

SMOKE-FREE POLICY

The Sago Hotel is 100% smoke-free aside from the designated areas, which are the rooftop deck and the balconies in 70, 80, and 90. A \$200 cleaning fee will be charged to the guest's account should smoking occur anywhere inside the facility.

OCCUPANCY POLICY

An extra charge of \$75 per person per night plus taxes will apply to reservations where the number of guests staying in the room past 2:00am on any given night is greater than the number of guests listed in the original reservation email, or greater than the maximum occupancy per room.

GENERAL POLICY

Sago Hotel 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. Sago Hotel may limit the number of persons who may occupy a particular guest room 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, including the hotel's loss of revenue resulting from the inability to rent rooms while the damage is being repaired.

CANCELLATION POLICY

The guest can cancel free of charge until 3 days before arrival.

I have read and acknowledged all Sago Hotel policies listed above.

Print Name: _____ Signature: _____ Date: _____

Email Address: _____ Room # _____