EXTENDED STAY POLICIES & PROCEDURES
For Benedictine University Students

WELCOME TO THE PHOENIX MARRIOTT MESA!

We are so pleased to have the opportunity to welcome you to our hotel as an Extended Stay Student Guest. As a Student Guest, special services and benefits have been arranged for you. Please review the following policies and procedures and acknowledge your understanding and willingness to comply by initialing each page and signing the last page. If you have any questions or need assistance at any time, please don’t hesitate to reach out to one of our managers. We wish you a successful semester at Benedictine University and hope you enjoy your accommodations at the Phoenix Marriott Mesa.

Guestroom Amenities and Housekeeping Services:

Housekeeping services will not be provided daily; however, we are pleased to provide you with weekly complimentary limited services. The day of service will be every Tuesday. The Housekeeping Service will include vacuuming, dusting, cleaning of all surfaces, and cleaning of the bathroom in its entirety. Trashcans will be emptied. Trash liners/bags will not be replaced; this is the responsibility of the Student Guest. (Should your trashcan become full prior to the weekly housekeeping service, please empty it in the large trash receptacle located inside the employee elevator service-landing area. Do not use light weight bags or grocery bags to store and transport garbage.) Towels and bed linens will be replaced with fresh towels and bed linens. Guests may bring in their own towels (and linens) and launder them in the self-service guest laundry room. It is recommended that the Guest’s own towels or bed linens be distinctly different in color and/or design to not be mixed with the hotel’s towels (and linens). Missing hotel towels or bedding will be billed to the Student Guest. Please note that the hotel bedding includes double-size bed sheets, 2 regular pillows, and a blanket, per bed. If you wish to have additional blankets or a comforter, please provide your own. (The hotel’s Duvet will be removed from the guestroom beds and not available for the extended stay guests.) Toiletries such as shampoos and lotions will not be provided; however, toilet paper will be replenished once per week. (Additional supplies of tissues or toilet paper must be provided by the Student Guest.) Coffee & Tea supplies will not be provided by the hotel. Student Guests have free Wi-Fi access in their Guestrooms, Lobby, Cabana Room, and other public spaces.

Restaurant Privileges and Outlet Discounts:

Guests can enjoy dining in our contemporary casual bar & restaurant, Café Azul, with food service from 6:30AM to 11:00PM (final food orders 10:30PM) daily. Menu selections are moderately priced. Student Guests receive a 15% discount off of any selection including beverages, appetizers, and desserts. (Gratuities not included; please be considerate and tip accordingly.) And/or Guests may order from a discounted menu exclusively for our Benedictine University Student Guests. (Student ID must be presented when ordering.) The Benedictine Student Menu and discounts are not available for Room Service Orders. Additionally, Student Guests receive 10% off of items at our Lobby Bar including Starbucks orders.

Initials: __________
Charging privileges to one's room is allowed if an advance deposit is made and designated as an “Expense Allowance” for such expenses as meals in the restaurant. For budgeting purposes, the average Café Azul menu price is $11 (less the 15% discount) and items on the Special Benedictine Student Guest menu are currently only $7. Student Guests without an advance deposit must pay at the time of purchase with cash, debit card, or major credit card. Unused advance deposits may be refunded to the Student Guest or Financial Party following departure. (Please allow for up to 30 days to receive a refund check.)

Alcohol Use:

The Phoenix Marriott Mesa adheres to all Arizona State Liquor Laws. Due to the Hotel's liquor license, all alcohol consumed in public spaces must be sold and served by the hotel. Alcohol will not be sold or served to minors. Minors in possession of, or distributing, alcohol will be reported to the proper authorities. Disturbances due to guest intoxication will not be allowed, the Hotel Management reserves the right to evict guests whom disturb the peace of other guests, clients, and/or employees. Disturbances include excessive noise or “partying” in guestrooms or public areas. (Group entertainment in our event/public space must be arranged and sold through our Catering Department; all liquor laws will apply.)

Drugs and Tobacco:

The Phoenix Marriott Mesa adheres to all Arizona State Drug & Tobacco Laws. The possession, use, sale, manufacture/cultivation of any type of illegal drug, and the possession of paraphernalia, are prohibited in guestrooms or public space. Guests who violate the law will be reported to the proper authorities and the Hotel Management reserves the right to evict Guests whom violate the law.

The Phoenix Marriott Mesa is a 100% smoke free establishment. Smoking of tobacco, marijuana, or any substance is not permitted in the guestrooms or public space. A $250 fine will be charged for every smoking incident in a guestroom. Part of the fine is used to deodorize the guestroom which requires the guest(s) to leave the premises while the room is being cleaned and ionizer equipment is in use. Hotel Management reserves the right to permanently evict Guests who violate the Smoking Policy.

Appliances:

The Hotel provides one mini-refrigerator in every room. Should Student Guest wish to provide their own refrigerator, please inform the Hotel Engineer or Management to have the Hotel’s refrigerator removed. No other cooking devise, kitchen appliance, or grill is allowed in the guestrooms except for one (700 watt or less) microwave and one coffee maker. Elaborate meal preparation is discouraged. Please dispose of food items in a double-lined trash bag; do not attempt to put items down the sink drain. Private grills are not allowed to be brought in to be used in the hotel’s patio, pool area, or other locations on the premises. Halogen lamps are not permitted in hotel guestrooms.

Guest self-laundry room is located just off the lobby on the main floor. Clothes washers and dryers operate at a nominal fee of $1.50 per load, per machine. Detergents and Fabric Softeners are sold at the front desk or Guests may use their own supply.

Any machine or device (i.e. personal routers or similar devices) that disrupts the normal operation of the Hotel network, and any machine with inadequate security that leaves the Hotel network vulnerable are prohibited. Guests may not tamper with, disable, or obstruct any fire-safety equipment, including (but not limited to), smoke detectors, fire extinguishers and cases, fire sprinklers and associated plumbing, or fire hose connections. Violators will be evicted and criminal action may be sought.

Initials: __________
**Firearms, Weapons, Flammables, or Destructive Activity:**
The possession, use, or sale of any type of guns, ammunition, bow and arrow, slingshot, switchblade knives, bayonets, swords, hunting knives, and any object reasonably perceived to be a weapon. No flammable liquids can be stored or kept in hotel rooms. Candles, kerosene lamps, incense, space heaters, or other similar items are not allowed in hotel rooms.

**Furniture and Fixtures and Equipment:**
Furniture may not be transferred/exchanged or from one room or area to another or removed. Please consult Hotel Staff before re-arranging furniture or bringing in your own furniture into your Guestroom. Guests are not allowed to remove hotel guestroom decorative items nor allowed to hang pictures on the guestroom or hallway walls. (No nails, hooks, screws, glues, or tapes are permitted to be used on the walls). Guests are not allowed to display signage, banners, flags, etc. in their guestroom windows or hallways. Maliciously damaging or tampering with elevators, vending machines, etc. is prohibited and will be reported as unlawful misconduct.

**Extra Occupants/Visitors Policy:**
Guestroom rates are based on the number of guests per occupied room; therefore, only registered Guests are permitted for overnight stays. A “Benedictine University Friends & Family” Discounted Guestroom Rate is available for your visitors, subject to occupancy availability. Unauthorized possession, use, or duplication of a key or access card to any door in the hotel is strictly prohibited. Please report lost keys to the desk; the hotel may charge for replacement keys. All Guests are required to present ID to receive replacement key or upon requests of hotel staff.

**Animals:**
Pets are not permitted in hotel rooms, either on a temporary or permanent basis with the exception of Service animals as defined by law.

**Sales and Solicitation:**
No door-to-door sales or solicitation (includes any form of campaigning) is permitted.

**Hotel Shuttle Service:**
Due to the exceptional discounting of Student Guestrooms, some amenities have been limited. The courtesy shuttle van service is not available to Student Guests.

**Hotel Staff Communication:**
Occasional communication by the Hotel Staff may be done with private messages left on your guestroom phone or with written correspondence sent to your guestroom.

**Personal Consideration and Courtesy:**
Phoenix Marriott Mesa is a hotel not a dormitory; therefore, simple common courtesies are expected in order to accommodate our other business patrons and vacationing guests. Please be considerate and respectful of other Hotel Guests by practicing the following:
- Proper attire in public areas (example: wearing casual attire rather than pajama’s when in the lobby and no revealing attire).

**Initials:** __________
- No public sexual Indecency (behavior).
- Do not litter, vandalize, damage, or destroy hotel property.
- Do not participate in actions that endanger you or others' safety and security, and/or disturb the peace.
- Refrain from using loud and crude language.
- No “horse-play” such as wrestling, running, throwing Frisbees, etc. or “pranks” allowed in the hotel.
- No harassment, including threatening physical injury of any person in the hotel community (including electronic, print, and text messaging).
- No threats (or planning) to harm others, damage property, or to commit a crime.
- No loitering in the Ballroom areas. (Please respect the space of paying customers for private group events.)
- Please use the Cabana Room for lounging. Note: As a convenience to you, and to minimize large groups of students from lounging in the hotel lobby, a special room has been set-up for Benedictine University Student Guests. It is on the pool deck and referred to as the Cabana Room. The Cabana Room has Free Wireless Wi-Fi, sofas, tables & chairs and a large TV.
- Please clean-up after yourself when using the Cabana Room. (Throw away trash, empty pizza boxes, papers, etc.) No smoking or alcoholic beverages are allowed in this room. Please minimize noise. Adhere to established hours of available use. Please turn off lights and air-conditioning and lock-up when leaving the room. (Cabana door key is checked out/in at the Hotel front desk.) The Hotel reserves the right to revoke or permanently close the Cabana Room if Student Guests abuse this privilege.
- Our Hotel Lobby Computers in our Business Center are for our individual travelers; extensive use by our long-term stay guests would not allow other travelers to enjoy this convenient amenity. Therefore, BU Students are not to use the Business Center Commuters or Printers. The Cabana Room and Student Guestrooms have Free Wireless Wi-Fi. Students are able to bring in their own printers in their guestrooms.
- One parking space per registered Student Guest Occupant for personal motor vehicle. You will be asked to provide vehicle information at time of guestroom check-in.
- Adhere to posted pool hours and other signage.
- Minimize noisy activities particularly between the hours of 10PM to 7AM (example: playing loud music or video games, slamming doors, visiting with others in the guestroom hallways, etc.).
- Student Guests may use bike racks provided by the Hotel. Use them at your own risk. The Hotel is not responsible for lost, stolen, or damaged bicycles. (Student Guests must provide his/her own lock.)
- No skateboarding or roller-blading in the hotel or on the hotel grounds.
- Student Guests must comply with directions issued by hotel officials acting in performance of their regular or delegated duties. Student Guests must show their photo ID upon request to hotel staff members.
- Student Guest agrees that they may be held responsible for the actions of their visitors (non-registered guests) which may include financial liability, legal consequences, and eviction at will by the Hotel.
- Student Guest acknowledges that any violation of Hotel Policies & Procedures or criminal acts may result in their permanent and immediate eviction (without advance notice and a without refunds). Student Guests remain financially liable for the entire semester stay through the scheduled check-out date.

**DAMAGES:**

Guests are responsible for damages they cause to hotel property. Charges for damages will be based on repair or replacement costs to restore the room or building to approximate original condition. Guest may be held be responsible for any damages caused by their visitor (non-registered guest). The hotel may inspect guestrooms for the purpose of monitoring the condition and care of the hotel space.

Initials: __________
LIABILITY:
The Phoenix Marriott Mesa and hotel staff assumes no responsibility for loss, theft, or damage to personal belongings in or on hotel property including parking areas. Guests are advised to carry homeowners’, renters’, or travelers’ insurance/coverage (whichever applies) for their personal needs and belongings.

RESERVATION/DEPOSIT:
Student Guests may request a Guestroom under the Benedictine University Group Block for Extended-Stay Accommodations at the Phoenix Marriott Mesa with a “Reservation Request Form” sent to the University. The University will match students with roommates and provide the hotel with a final “Rooming List”. There is a set deadline for this Rooming List; therefore, it is critical that Reservation Request Forms are submitted no less than 30 days prior to arrival. A $200 non-refundable deposit is required with the Reservation Request Form or by 30 days prior to arrival. The Deposit will be made to the payment order of: Phoenix Marriott Mesa. Please do not contact the Hotel with your roommate requests, roommate assignments are made by the University. An optional “Student Accommodations Questionnaire” may be completed with your Reservation Request Form, which provides information helpful in the assigning of Guestroom Occupants (Roommates). Roommates and Rooms may be re-assigned if students withdrawal from BU or check out from the Marriott Mesa or due to unforeseen circumstances.

Returning Students: For Students attending a Fall Semester and returning Spring Semester, a new $200 non-refundable deposit is required for that upcoming semester. Additionally, should a student wish to store their personal belongings at the hotel during Winter Break, the student must inform the front desk and complete a specified hotel form, pay the $200 non-refundable reservation security deposit for Spring Semester, and pay the storage fee of $75. Any student guest that has not paid this $275 fee will not be guaranteed guestroom availability in the Spring and personal items will be discarded if left in the guestroom. Returning Guest Students that comply to this requirement may leave their personal items in the Student’s Guestroom. The hotel does not take responsibility for lost or stolen items and suggests that student guests remove items of higher value from their guestrooms during Winter Break. (The Hotel does not offer this storage service during Summer Break.) Guestroom keys will be deactivated at the end of the semester and are not rekeyed until the start of the new semester. Students may return up to 3 days prior to the first start day of the new semester without an additional charge; otherwise, early return/arrival is at a rate of $29 per night, plus tax (with a maximum early and late departure of 5 additional days and subject to availability).

MOVE IN/CHECK-IN/ARRIVAL DATE:
Check-in (Move-in) Date is the FRIDAY BEFORE THE FIRST DAY OF SCHOOL OR UP TO 3 DAYS PRIOR TO THE FIRST DAY OF SCHOOL, WHICHEVER IS THE LESSER OF THE TWO. Check-out (Move-out) Date is the SUNDAY AFTER THE LAST DAY OF FINAL EXAMS OR UP TO 3 DAYS FOLLOWING THE LAST DAY OF FINAL EXAMS, WHICHEVER IS THE LESSER OF THE TWO. Early Arrival or Late Departure Fee: Early arrival (move-in) and late departure (move-out) must be pre-arranged in advance, and subject to availability and approval; a $29 plus tax, per day rate will apply.

COST/SPECIAL GUESTROOM RATE:
The Hotel has dramatically discounted guestroom rates to make accommodations more affordable to Benedictine Students. The following Rates/Costs will apply.

Initials: __________
Deposit: Reservations Deposit: Each room reservation must be accompanied with a $200 non-refundable deposit. This deposit will be applied to the Student’s room and tax charges.

Method of Payment: Student Guests must make full pre-payment on/or before the arrival date, or check-in to the hotel with a valid Credit Card or Debit Card. Credit/Debit Cards will be charged $300 upon arrival (at Check-in), and will be pre-authorized and charged every 10 days in the amount of $300. The last posting of payment will be for 2 increments (for approximately 20 days) to true-up the final balance. Student Guest(s) whose Credit or Debit Account declines a posting will be notified and must immediately render another form of payment or be subject to immediate eviction from the Hotel. The Hotel reserves the right to require the Student Guest to render full-payment or a substantial extra deposit for continuously declining debit/credit accounts. No Student Guest may check into the hotel without a Form of Payment. Student Guests that pay in full, on or prior to arrival (check-in), will receive a $300 discount.

Student Guest and Student’s Parent(s) and/or Financially Responsible Party hereby agree to all Hotel Policies & Procedures as stated herein. Student Guest understands that the Hotel may communicate any violations of Hotel Policies and Procedures to Benedictine University. This agreement supersedes all other commitments, contracts, and verbal or written understandings.

Please sign and date below in recognition that you have read, understand, and agree to the Hotel Policies & Procedures, including financial liability and possible eviction for non-compliance or violation of these Policies, Procedures, and Agreements.

Student Guest Signature: ___________________________________________ Date: ________________

Student Guest Printed Name: _________________________________________

~And

Parent Signature: __________________________________________________ Date: ________________

Parent Printed Name: ______________________________________________

~Or Financially Responsible Party if different from Parent

Financially Responsible Party Signature: _______________________________ Date: ________________

Financially Responsible Party Printed Name: ____________________________

<table>
<thead>
<tr>
<th></th>
<th>Arrival Date</th>
<th>Departure Date</th>
<th># of Rooms</th>
<th>RATE + TAX (Based on Dbl. Occ)</th>
<th>TOTAL</th>
<th>PRE-PAID RATE + TAX (Based on Dbl. Occ)</th>
<th>TOTAL (Prepaid Discount)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring Semester</td>
<td>1/19/16</td>
<td>5/8/16</td>
<td>14</td>
<td>$3,395 + $59.41</td>
<td>$3,454.41</td>
<td>$3,095 + $54.16</td>
<td>$3,149.16</td>
</tr>
<tr>
<td>Fall Semester</td>
<td>8/29/16</td>
<td>12/18/16</td>
<td>14</td>
<td>$3,295 + $57.66</td>
<td>$3,352.66</td>
<td>$2,995 + $52.41</td>
<td>$3,047.41</td>
</tr>
</tbody>
</table>

Rates are per person, based on two guests per room (double occupancy), per semester duration, plus tax, currently 1.75%. For Single Occupancy, please double the rate. If Semester Rate is pre-paid on/or before the Arrival Date, a $300 discount will apply per Student Guest. (Advanced full-pre-payment is a savings of approximately 10% off.)