



Guest Room Damage & Additional Cleaning Policy

To ensure a comfortable stay for all guests, we kindly ask that all rooms and hotel property are treated with care. Guests are responsible for any damage, loss, or excessive cleaning required as a result of their stay.

The following charges may apply (costs will be added where applicable):

- Damage to furniture, fixtures, or fittings
- Stains, burns, or damage to bedding, carpets, or upholstery
- Damage to bathroom fixtures, plumbing, or fittings
- Damage to electrical items, appliances, or safety equipment
- Damage to walls, décor, mirrors, or artwork
- Smoking in non-smoking rooms (including odor removal and deep cleaning)
- Excessive cleaning due to misuse of the room
- Missing or removed items from the room
- Tampering with smoke detectors or fire safety equipment

Any damage or additional cleaning required will be assessed after departure, and the cost of repair, replacement, or cleaning will be charged accordingly.

If you notice any issues upon arrival, please report them immediately to reception to avoid any misunderstanding.

We appreciate your cooperation and thank you for helping us maintain a high standard for all guests.

Furniture & Fixtures

- Bed frame
 1. Cleaning: Double 100.00
 2. Cleaning: Super King 120.00
 3. Replacement: Double 200.00
 4. Replacement: Super King 270.00
- Damaged mattress (stains, burns, odors)
 1. Cleaning: Double 100.00
 2. Cleaning: Super King 150.00
 3. Replacement: Double: 450.00
 4. Replacement: Super King 675.00
- Damaged headboard – replacement 1,000.00
- Broken Chairs/Puffee 450.00
- Broken Table 300.00
- Broken Vanity Table 1,000.00
- Wardrobe or drawer damage From 100.00

- Damaged lamps or light fittings from 100.00

Soft Furnishings

- Stained or torn bed linen 50.00
- Damaged pillows 50.00
- Damages duvets 100.00
- Stained carpets/rugs 200.00
- Replacement carpet 1,500.00
- Curtain damage 1,500.00
- Blind damage 500.00
- Upholstery stains (sofas, chairs) 200.00

Bathroom

- Broken toilet 300.00
- Broken sink 250.00
- Broken bath 300.00
- Broken shower tray 800.00
- Broken Mirror 250.00
- Blocked plumbing due to misuse 500.00
- Missing or damaged towels 50.00 each
- Damage to shower doors/fixtures from 200.00
- Excessive mess requiring deep cleaning 500.00

Electronics & Appliances

- Damaged TV or remote control 1,000.00
- Broken kettle, hairdryer, or steamer 200.00
- Tampered smoke detectors or fire alarms 5,000.00

Walls & Decor

- Holes, dents, or scratches in walls 500.00
- Paint damage or graffiti 500.00
- Damaged mirrors or artwork from 500.00

Cleaning & Misuse

- Smoking in non-smoking rooms 200.00
- Strong odors requiring treatment from 200.00
- Excessive rubbish or biohazard cleaning from 500.00
- Evidence of parties/events 1,000.00

Missing Items

- Towels or linens removed 100.00 each
- Room accessories (hairdryer, kettle, etc.) 150.00 each
- Keys/key cards not returned 500.00