

# IAA GRANDE LUXURY BEACH CHALETs – GUEST POLICY

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## 1. CHECK-IN & CHECK-OUT PROCEDURES

- **Check-in Time:** From 2:00 PM
  - **Check-out Time:** By 12:00 PM
  - **Early Check-In / Late Check-Out:** Subject to availability and may incur additional charges.
  - **Identification:** A valid government-issued photo ID and booking confirmation are required at check-in.
  - **Security Deposit:** A refundable deposit may be held at check-in to cover incidental costs or damages.
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## 2. PAYMENT POLICY

- **Full Payment** must be made at check-in unless pre-paid online.
  - **Accepted Payments:** Credit/debit cards, mobile money, and bank transfers.
  - **Incidental Charges:** Guests are responsible for settling all incidental expenses (e.g., dining, minibar, spa, gym) prior to check-out.
  - **Currency:** All prices and charges are in [GHS].
  - **Receipts** must be demanded for all payments and expenses made including meal purchase.
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## 3. DAMAGE TO PROPERTY

- Guests are expected to treat all property with care.
  - **Damages** or loss of resort property (e.g., robes, linens, furnishings, electronics) will be charged to the guest's bill.
  - Intentional damage may result in legal action and/or removal from the property.
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## 4. TIPPING POLICY

- Tipping is at the guest's discretion and appreciated.
- **No direct solicitation** of tips by staff is allowed.
- Guests may also leave a general gratuity at check-out to be shared fairly among all staff.

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## 5. HOUSEKEEPING SERVICES

- **Standard Cleaning** is offered daily between 9:00 AM and 4:00 PM.
- Guests may request specific cleaning times or opt out of service for privacy.
- **To Request Cleaning:** Dial the front desk on the in-room phone.

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## 6. POOL CLEANING

- Chalet pools are cleaned daily between 8:00 AM and 11:00 AM.
- Guests may request **additional pool service** via reception.
- Please avoid swimming immediately after pool maintenance until staff confirm it is safe.

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## 7. NOISE AND PRIVACY

- We ask guests to respect the privacy and peace of others, especially after **10:00 PM**.
- Loud music, parties, and disruptive behavior are not permitted unless approved by management.

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## 8. SAFETY & SECURITY

- Lock chalet doors when leaving.
- The resort is not liable for loss of personal items left unattended.
- Report any suspicious activity to the front desk immediately.

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## 9. USE OF FACILITIES

- Guests may enjoy all designated resort facilities and games.
  - Children must be supervised at all times, especially around pools and on the beach.
  - Smoking is not allowed inside chalets. Designated smoking areas are available.
  - Designated facility is to be used by in-house guest only. Invited nonresidential guest are allowed between the hours of 7am – 5pm and are not allowed to engage in the use of facility without prior arrangements by management.
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## 10. EMERGENCY & MEDICAL ASSISTANCE

- In the event of a medical or safety emergency, dial the front desk.
  - Basic first aid is available on-site; for serious incidents, local emergency services will be contacted.
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## 11. GUEST COURTESY & STAFF INTERACTIONS

- We promote a respectful, safe, and inclusive environment.
  - Harassment or abuse of staff or other guests will not be tolerated and may result in removal without refund.
  - Staff are trained to be courteous and helpful; please inform management if you feel service did not meet expectations.
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## 12. CONTACT POINTS FOR ASSISTANCE

| Service     | Contact Method                |
|-------------|-------------------------------|
| Front Desk  | Dial “100” from in-room phone |
| Restaurant  | Dial “300”                    |
| Freedom Bar | Dial “200”                    |

Quick response Dial 0530000880 can be used for WhatsApp as well.

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## 13. SERVICE

- Restaurant opens from 7am to 10pm. Last order received by 9.30pm
- Bar opens from 9am to 10pm. Bar only served non-Alcoholic beverages
- Butler service starts from 6am to 10pm.
- Laundry service comes at a fee. Please refer to the rate card
- Concierge services come at a fee. Please contact reception