

St David Aparthotels – Guest Conduct Policy

At St David Aparthotels, we are committed to providing a safe, comfortable, and enjoyable environment for all guests. By staying with us, you agree to observe the following rules of conduct, which form part of our Terms and Conditions.

1. Smoking & Substances

- St David Aparthotels is a **fully non-smoking property**. This includes the use of e-cigarettes and vapes.
- Smoking in apartments or public areas will result in additional cleaning charges and may lead to eviction without refund.
- The possession or use of illegal substances is strictly prohibited and will be reported to the relevant authorities.

2. Pets

- No pets or animals are permitted in any part of the aparthotel, with the exception of registered service animals, which must be notified to us in advance of your stay.

3. Noise, Behaviour & Consideration for Others

- Quiet hours are observed between **10:00 PM and 7:00 AM**. During this time, guests must keep noise to a minimum and refrain from playing loud music or causing disturbances.
- Anti-social, disruptive, or aggressive behaviour towards staff, other guests, or neighbours will not be tolerated and may result in eviction without refund.
- Guests are expected to be respectful of both the property and the local community at all times.

4. Alcohol

- Guests are permitted to consume alcohol on the premises. However, excessive consumption leading to disturbance or damage will not be tolerated.
- St David Aparthotels reserves the right to refuse service or remove any guest under the influence of alcohol where safety or comfort is compromised.

5. Visitors & Occupancy

- Guests may receive visitors in their apartment, provided that:
 - The maximum occupancy of the apartment is not exceeded at any time.
 - Overnight stays by unregistered guests are not permitted unless approved by management.
- Breach of occupancy rules will result in additional charges as outlined in our Terms and Conditions.

6. Damage, Loss & Liability

- Guests are liable for any damage caused to the property, furnishings, or facilities during their stay, whether intentional or accidental.
- Missing or damaged items will be charged to the guest account.
- Please notify staff immediately of any faults, damage, or maintenance issues so that we can remedy them promptly.

7. Wi-Fi & Internet Use

- Wi-Fi is provided free of charge for guest use.
- Guests must not use the network for illegal, abusive, or disruptive activities. Misuse may result in access being restricted or removed.

8. Safety & Security

- For the safety of all guests, personal items must not be left in public areas.
- Please ensure valuables are stored in the in-room safe when leaving your apartment.
- St David Aparthotels accepts no responsibility for the loss or theft of items not secured appropriately.

9. Lost Property

- Personal belongings left in an apartment after check-out will be stored for **28 days** before disposal.
- To arrange the return of items, please contact **admin@stdavidaparthotels.com**. Shipping costs must be covered by the guest.

10. Use of Facilities

- Kitchenette facilities are provided for guest use.
- Guests are expected to maintain cleanliness and leave facilities in the condition in which they were found.
- Excessive mess, misuse, or damage may incur additional cleaning or repair charges.

11. Compliance

- Failure to comply with this Guest Conduct Policy may result in additional charges, cancellation of the reservation, or immediate eviction without refund.
- St David Aparthotels reserves the right to enforce these rules to maintain the safety, comfort, and enjoyment of all guests.