

## JW House Guest Rules and Policies Agreement

The JW House is dedicated to providing a home away from home for families of patients in medical crises. Guests are eligible to stay at JW House when a family member is hospitalized at Kaiser Santa Clara or in another nearby hospital. Guests are allowed to stay 5 consecutive days.

In order to maintain a peaceful and safe facility for all our guests, we ask that you agree to the following guidelines and policies:

- Guests are responsible for keeping their children safe. **Children under the age of 16 must be supervised by a parent or guardian at all times.**
- Overnight Guests may have limited visitors with the permission of JW House. Visitors must be accompanied by a Guest and must vacate the premise by 10 p.m.
- Unregistered Guests (those not listed as Guests at initial check-in) are not permitted to sleep at JW House. I understand that the **maximum number of overnight guests in the studio apts. (Elisabeth and Helena rooms) is 4 (four) and in the one bedroom suites (JW/Dr. Wong and Alexander rooms) the maximum is 5 (five) people.**
- Guests leaving the room vacant overnight for any reason, will still be expected to pay for the room until they officially check out.
- Guests leaving the room for longer than one night must make special arrangements with the office or they may be asked to vacate the room.
- **Card Keys** are the property of JW House and should be **returned at check out.** Guests are not to share the key(s) with anyone.
- Parking is permitted only in assigned spaces. No boats, campers, RV's, non-operational vehicles, or commercial vehicles are to be kept on the premises.
- JW House is not responsible for personal loss or damage at the house or on the premises.
- JW House guests and visitors must respect the tranquility of JW House. Quiet Hours are to be observed each day from 10 p.m. until 8 a.m. Any disturbance made during the quiet hours should be reported to Kaiser Security. Any family causing disturbance to other Guests may be dismissed.
- **For guest safety and security, please allow JW staff or volunteers only to answer and open front door. Do not open door to anyone after hours.**
- **Alcoholic beverages**, illegal drugs, candles and weapons such as knives, guns, martial art equipment, etc. are not permitted at JW House. **The entire Kaiser Permanente Hospital Campus including the JW House is a non-smoking facility.** Violation of any part of this rule will result in immediate dismissal from JW House.
- Pets are not permitted at JW House.

Guests must do their part in maintaining JW House.

- Guests are required to allow JW House cleaning and maintenance staff to enter their apartment for cleaning purposes. Housekeeper cleans floors and empties trash each day.
- **Upon check out, Guests are to strip bed of linen, take linen and towels to the laundry room.**

JW House is a lodging facility only and does not provide nursing or medical assistance.

- Guests at JW House must be in good health and free of communicable diseases.

This is to certify that I have read and understand JW House Guest rules and policies and that, to the best of my knowledge, I and any guests, are free of communicable diseases.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Fax to: 1-408-384-5169**

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