

JW House Guest Rules and Policies Agreement

The JW House is dedicated to providing a home away from home for families of patients being treated for serious illness or injury. 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.
- 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 will 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.
- 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. Should the need for clean linens or towels arise, guests are responsible for washing their own items during their stay
- Upon check out, Guests are to strip bed of linen, take linen and towels to the laundry room and place in the hamper.

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: _____