



SEATTLE SUITES

♥ Your Home Away from Home

## **Seattle Suites Rental Policies**

1. **Damage Deposit** – Tenants assume liability for all damages incurred during their stay. In lieu of a standard damage deposit, tenant may grant Seattle Suites the right to charge the credit card number used for the deposit (*or other credit card provided by the tenant*) for any charges including but not limited to damages done by pets, missing items, excess cleaning, replacement fees for unreturned keys, garage remotes and parking permits, long distance phone charges, sanitizing charges due to smoking or having unauthorized pets in the unit. In the event that the tenant's credit card is no longer valid at the time of processing damages charges, the tenant agrees to pay any expenses related to Seattle Suites' need to pursue payment through other avenues, including legal recourse. In the event tenants cause damage to property belonging to other guests, residents or tenants in the building, or cause damage to the Elektra common areas, tenant contact information will be provided to the offended party to pursue damages directly. At the tenant's option, an actual security deposit may be made to and held by *Seattle Suites* to be refunded, minus applicable charges, at the end of the tenancy.

2. **Payment** – Reservations will not be confirmed without a deposit equal to 50% of the rental charge. For monthly rentals the deposit is equal to 50% of the first month. Payment of the balance due or remainder of 1<sup>st</sup> month's rent plus any prorated amount if staying more than one but less than two months is required 30 days prior to arrival date. Payment will be automatically charged to the credit card on file unless tenant has previously made other arrangements. Confirmation and rental contract will be emailed (or mailed) to the tenant prior to their arrival. If additional receipts are necessary please contact the office and we would be glad to provide them.

3. **Credit Card Transactions** – Initial deposit (*at time of reservation*) and full payment (*30 days prior to arrival*) can be made by credit card with no transaction fee. A 2.5% transaction fee will be added to multiple card transactions (*per transaction*) as a result of splitting the bill, partial refunds, switching balance to a new card, or refund of additional services after they have been charged. (*i.e. parking charged to a credit card and then cancelled on day of arrival would result in a 5% transaction fee for initial transaction plus refund transaction.*)

#### 4. **Deposits, Cancellations/Rescheduling**

**Deposit** - The deposit minus a 5% cancellation fee (\$25 min) is refundable on cancellations made 30 days or more prior to the arrival date (*not counting day of arrival*). Refunds will only be made to the credit card on which the original charges were made.

**Balance Due** – Remainder of the balance due or first month's rent and other charges (*plus any prorated amount if the stay is more than one but less than two months*) is payable 30 days prior to the arrival date. There is no refund or credit for cancellations or date changes made 29 days or less prior to arrival date or for early departure unless the room can be re-rented. If that happens, tenant will receive a credit for the number of days that he/she had paid for the room and for which it was rented to another tenant.

**Rescheduling** – Date reschedules and other changes may be made without penalty up to 30 days prior to arrival date. There are no rescheduling charges at any time for extending stays based upon availability.

*Seattle Suites, LLC is a property management company managing privately owned furnished apartments for rent to business and extended stay travelers.*

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1400 Hubbell Place #1103  
Seattle, Washington 98101  
www.seattlesuite.com

Tel – 206-232-2799  
Fax – 206 – 232-2654  
[Seattlesuites@hotmail.com](mailto:Seattlesuites@hotmail.com)



5. **Monthly rates** – Monthly rates run from the check in date to the same day of the following month regardless of how many days are in that month. Monthly rates can be prorated beyond the end of the first month for stays that fall short of an additional month. Prorated rates are calculated using a 30 day factor.
6. **Lease agreements** – After a lease agreement has been signed, it will be governed by the terms of the lease and Seattle Landlord Tenant law.
7. **Minimum Age** – Anyone under the age of 21 must be accompanied by an adult.
8. **Changes in number of guests/Conduct of guests** – Please inform Seattle Suites of any changes to the number of residents in your rental prior to arrival or if that should change during your stay. If there is any excessive noise or music, illegal activity, or violation of our policies, warnings will be given and eviction is possible in accordance with Landlord Tenant regulations. You are renting a privately owned apartment in a residential community and we ask that you treat your neighbors in the building with courtesy and respect.
9. **Check-in/Check-out times and instructions** – Your confirmation will include instructions and a phone number to call at least 48 hours prior to your arrival to make your check-in arrangements. We do not have a full time manager on site. Without check-in arrangements made in advance, there will be no one available upon your arrival to check you in. Elektra staff **DO NOT** work for Seattle Suites and are not available to help you with check-in or parking. We prefer to personally meet and check in all of our guests. However under special circumstances or in the case of a late night or weekend check-in, a self check-in process may be used. Check in time is after 3PM. We do not have facilities to hold luggage prior to check-in. Check out time is 12:00 PM. Check out may be extended up to two hours based upon availability and prior approval by Seattle Suites. Earlier check-ins or later check outs may be subject to an additional night's charge.
10. **Smokers** - All of our apartments are strictly non-smoking. No smoking is allowed by tenants or their visitors within the unit. (*No, it is not acceptable to simply open a window and blow your smoke outside*). There is also no smoking allowed in any of the common areas of the Elektra. Common areas include hallways, stairwells, parking areas, elevators and front entry. If there is tobacco smell or any other evidence of smoking in the unit, there will be a \$700 fee charged to your credit card in addition to any excessive cleaning or dry cleaning that is necessary to fumigate the apartment.
11. **Pets** - No pets of any kind are allowed. Any evidence of unauthorized animals in the apartment (*either that of the tenant or a guest*) will result in a \$700 fine plus any damages or excessive cleaning necessary to return the apartment to its original condition.
12. **Parties/Commerce** – While we fully expect our tenants to enjoy company of guests, our apartments are not rented out for parties nor can they be used as a place of commerce. Large numbers of people coming and going from the apartment and/or excessive noise may be grounds for termination of your lease agreement after warnings are given in accordance with Landlord Tenant regulations.
13. **Excessive Noise** - In compliance with the City Noise Ordinance, and Elektra Condominium policies, special attention must be given to noise control during the hours between 10PM and 7AM. However, tenants are asked to use common sense and consideration of other residents in keeping noise at a reasonable level. No boisterous activity or loud music is allowed. Volume of radios, TV, stereos and musical instruments must be kept at a reasonable level at all times to avoid disturbing other residents. Please avoid boisterous or noisy activity in the hallways especially if you are coming in late at night. Keep in mind that you are tenants in a building which is also home to others.

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14. **Housekeeping/Supplies** – Housekeeping services are not provided during your stay. A starter supply of paper and basic household and cleaning supplies are provided. Your unit will be cleaned and sanitized prior to your arrival. If for any reason you do not find the cleanliness of the apartment up to your standards upon arrival, please let us know immediately and we will send in cleaners to remedy the situation. Optional housekeeping services may be scheduled upon request at \$75 per visit (*48 hours notice required*). These services will include changing of bed and bath linens, dusting, vacuuming, cleaning the bathroom and kitchen and putting away clean dishes. You are also free to bring in your own outside cleaning services at your own expense. There are laundry facilities located on the second floor of the building (*some units have washer/dryers in the unit*).

15. **Cancellations by Seattle Suites** – In the unlikely event that we will have to make changes or cancel a confirmed reservation, (*i.e. your apartment has been flooded or other damage prevents us from renting the apartment*) we will advise you at the earliest possible date. If this does happen, you will be given a full refund and we will attempt to locate another facility for you. We will not be liable for any further obligations or claims.

16. **Security of the Unit** - When you rent the unit, you assume responsibility for it and its contents, as well as your personal property. Always lock doors when you leave. Keys are required for front door entry. If you are expecting guests, ask them to press # plus your room number into the outside key pad. This will ring your room and you can buzz them through the door.

17. **Keys/Parking** – You will be provided an appropriate numbers of keys for your apartment, the front door and parking garage. There is a \$300 replacement charge for unreturned keys. There is a \$75 per item replacement fee for parking remotes and/or parking permits. Parking spaces are designed to fit small to medium sized cars only. If your car cannot fit within the parking lines allowing space for people next to you to get in and out of their cars, you will be asked to find parking alternatives elsewhere. Seattle Suites will not assume responsibility for damages to your car or rental car. Tenants assume all responsibility for damages done to their car or to anyone else's which they cause while using the parking garage at either the Elektra or the Merdian.

18. **Risks/Safety** – Children are welcome. However, as with any residential building, there may be conditions in and around the building that could pose hazards to them and/or adults. Seattle Suites does not assume responsibility for injuries occurring during your stay. Children must be supervised at all times. We request that candles not be used in the apartment due to fire danger.