


POLICIES AND PROCEDURES

Department:	Policy #	Date Issued	Date Reviewed	Date Revised
Administration	CA2014	10/7/14	11/28/16	6/5/19
Subject : Holiday Reservations for Common Areas and Common Rooms	Dept. Head:			Date:
	Approved: 			Date: 6-5-2019

POLICY: It is policy of Sherwood Oaks to equally distribute common room reservations during holiday periods for private parties.

PROCEDURE:

The Private Dining Room, Oak Room, Great Room, Cranberry Lake Grill, Summerhouse or Card Room may be reserved up to one year in advance of a holiday for a private party, **for one day only during a *holiday week**, and may not be booked by the same resident/patio home 2 years in a row.

- o If that room is not booked by another resident 14 days prior to a holiday, you will be permitted to reserve it for a 2nd year in a row.
- o An additional day during this week may also be reserved if the room is available 14 days prior to the day requested.
- o Reservations for the above rooms must be made at least 14 days prior to the date needed.
- o Housekeeping Supervisor must be contacted at #8512 no later than 1 week prior to an event to discuss room set-up and fees.
- o Dining Services must be contacted at #8505 no later than 2 weeks prior to an event for server and/or catering fees.
- o Security must have a list of outside guests no later than 2 days prior to an event for access to the campus.

*A holiday week is defined as two days prior to the holiday and two days after the holiday.

- o Example - Christmas is December 25th: December 23rd – 27th would be considered a holiday week.

Holidays include: New Year’s Day, Easter, Mother’s Day, Memorial Day, Father’s Day, July 4th, Labor Day, Thanksgiving, Christmas Eve & Christmas Day.

Exceptions will be made for memorial services.

Please note: Sherwood Oaks is a Non-Smoking campus
 Pets are not permitted in any of the above rooms

PROCESS:

The receptionist will check for availability. If there is availability, he/she will ask for your information and fill out the Sherwood Oaks room reservation form. You are required to sign and date the form. If a guest phones in a reservation, the form will be emailed or faxed to them and they must initial, sign and return the form within 3 days to secure the room.