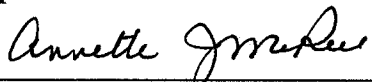


# POLICIES AND PROCEDURES

DRAFT

<b>Department</b> Administration	<b>Policy #</b> Admin 17	<b>Date Issued</b>	<b>Date Reviewed</b> 7/1/19	<b>Date Revised</b> 7/31/19
<b>Subject:</b>  Preserving Oak Lodge Furnishings	<b>Dept. Head:</b>			<b>Date:</b>
	<b>Approved:</b> 			<b>Date:</b> 7-31-19

## POLICY:

It is the policy of Sherwood Oaks to preserve furnishings in the Oak Lodge by having residents be responsible for the cleaning, repair or replacement cost of items damaged by their guests.

## PROCEDURE:

1. Guests shall be notified in writing at the time of registration that during their stay in the Oak Lodge damages to their room will be assessed by the Housekeeper while on their daily cleaning schedule. If a Housekeeper sees any unusual damage he/she should immediately contact a supervisor who will assess the damage, provide a written description and if possible, take a photograph of the damage.
2. The cost to repair damages found in any Oak Lodge room that are beyond what Sherwood Oaks considers to be normal wear and tear, will be charged to the resident who sponsored that reservation.
3. In cases where damage to the Great Room can be attributed to a specific party, the Housekeeping supervisor will assess the damage according #1 above, and the costs to clean, repair or replace those items will be charged to the resident who sponsored that reservation.
4. If a resident believes that their family was not responsible for a particular damage, they may request a review of the matter by the Executive Director, the Board of Directors and if needed, an outside arbitrator, as provided for in the Residential Agreement.