

# Terms & Conditions

Welcome to Lido Palms Resort and Spa, a small hotel located in Desert Hot Springs, California. We are pleased to provide a relaxing and enjoyable stay for our guests. By making a reservation, checking in, or using our facilities, you agree to abide by our Terms and Conditions. **Please read the following carefully.**

## Requirements

- I. **Age:** All guests and visitors must be at least 18 years of age.
- II. **Reservation:** At least one valid proof of identification and at least one valid credit or debit card is required per reservation.

## Check-in / Check-out

- I. **Check-in Policy:** Guests are welcome to check-in anytime after 3:00 PM or before 8:00 PM. Early check in may be available upon request. Guests should notify the hotel if they plan to check-in after 8:00 PM.
  - i. In the event of guests checking in after 8:00 PM, the hotel will communicate instructions on how to enter the property, via email or phone call.
- II. **Check-out Policy:** Check-out time is before 11:00 AM. Late check-out may be available upon request. Guests should communicate with staff before their check-out time if they intend to stay longer than 11:00 AM.
  - i. Guests will be charged a \$30 fee for staying in their room past 12:00 PM and will be charged a full night's stay after 1:00 PM if availability allows.
  - ii. During events and holidays, guests will instead be charged a full night's stay for staying in the room past 12:00 PM.
  - iii. In the event of future bookings disallowing late check-out, guests will not be permitted to stay in the room after 1:00 PM.
  - iv. Guests are welcome to use the facilities and stay on the premises after 11:00 AM until 7:00 PM as long as they have checked out of the room.
  - v. Guests that have checked out are not permitted to stay on premises after 7:00 PM.
  - vi. Guests that leave the premises after checking out are not allowed to re-enter the property unless escorted by staff to retrieve lost or forgotten items.
  - vii. Luggage and other belongings are not to be kept in the room after check-out. Guests are welcome to leave their belongings in the lobby or the outdoor lounge area until they leave the premises.

## Other Guests

- I. **Day Guests:** For guests that want to enter the property but don't wish to stay at the resort would be required to pay an entrance fee of \$55, provide at least one valid proof of identification, and at least one valid credit or debit card, unless one or more of the following exceptions apply.
  - i. Accompanied by a resort guest. Guests accompanying registered individuals are permitted, provided the total number of occupants does not exceed the maximum capacity allowed per room.
  - ii. Receiving a massage service. Guests accessing the massage room are permitted, provided the service is booked through the hotel or with the hotel's prior knowledge and approval.
  - iii. Prior arrangements with group bookings. Guests included in a group booking for exclusive use of the entire property are permitted entry, subject to the hotel's prior knowledge and approval.

## Pricing and Payments

- I. **Room Rates:** All room rates are subject to change and may fluctuate based on availability, seasonality, events, and promotional offers.
- II. **Payment Methods:** We accept major credit cards (Visa, MasterCard, American Express, etc.), debit cards, and cash. A valid credit card is required at check-in for incidentals.
- III. **Cancellation Policy:**
  - i. Cancellations made 48 hours prior to arrival are eligible for a full refund. If cancellations are made within 48 hours of the scheduled arrival date, a cancellation fee will be charged equal to the first night's stay.
  - ii. Cancellations during events and holidays 2 weeks prior to arrival are eligible for a full refund. If cancellations during events and holidays are made within 2 weeks of the scheduled arrival date, a cancellation fee will be charged equal to the first night's stay.

## Use of Facilities and Spa

- I. **Access to Services:** The natural hot springs water and spa facilities are available to registered guests only. Certain Spa services may not be available during holidays.
- II. **Health Advisory:** Guests with certain medical conditions, including but not limited to heart conditions, skin conditions, or pregnancy, should consult with a doctor before using the hot springs or spa. By using these facilities, guests acknowledge and assume any risks associated with their use.
- III. **Hours of Operation:** Guests are permitted to use the water facilities at any time. Lights to water facilities will be automatically shut off at 11 PM. Office hours are between 8 AM and 8PM. We reserve the right to close the spa or hot springs for maintenance at any time without prior notice.

- IV. Spa Services:** Any spa treatments or services (e.g., massages, facials) provided on the property must be booked in advance. Prices for spa services are listed separately and may be subject to change.

## **Guest Behavior and Conduct**

- I. Quiet Hours:** To ensure all guests enjoy a peaceful stay, quiet hours are mandated by the city of Desert Hot Springs from 8 PM to 8 AM. Noise levels must be kept to a minimum during these hours.
- II. No Smoking Policy:** Smoking and vaping of any kind is strictly prohibited inside the hotel rooms, spa areas, public spaces and within property lines. A \$200 fine will be added to the guest's credit card.
- III. Pets:** Pets are not allowed on the property.
- IV. Damages:** Guests are responsible for any damage caused to hotel property during their stay. Charges for damages will be added to the guest's credit card.
- V. Appropriate Swimwear and Attire:** We ask that all guests wear appropriate attire while using any of our spa and wellness services, including treatment rooms, relaxation areas, and hot tubs. Nudity is not permitted in any of the shared areas.
- VI. Occupancy:** Each room has a specified occupancy limit, which must not be exceeded. Any guests found exceeding the established limit may be asked to vacate the room and/or are subject to additional charges.
- VII. Right to Refuse Service:** We reserve the right to refuse service to any guest whose behavior is deemed disruptive, disrespectful, or otherwise detrimental to the comfort, safety, or enjoyment of other guests or staff. This includes, but is not limited to:
- i. **Excessive noise:** Guests whose actions or vocalizations disturb the peace or comfort of other guests.
  - ii. **Intoxication:** Guests who are visibly intoxicated or under the influence of drugs, and whose behavior impedes their own safety or the safety of others.
  - iii. **Harassment or offensive behavior:** Guests who engage in verbal or physical harassment, or display any offensive behavior or language towards other guests or staff members.
  - iv. **Disruptive behavior:** Any actions that interfere with the operation of our hotel, spa, and/or resort or cause significant disruption to the experience of other guests.

If any of the above behaviors are observed, we may ask the guest to immediately cease such behavior, and, if necessary, we reserve the right to terminate the guest's stay without refund. We will also take appropriate action in accordance with local laws to ensure the safety and comfort of all guests.

## **Liability and Disclaimers**

- I. **Limitation of Liability:** Lido Palms Resort and Spa will not be liable for any injury, loss, or damage to guests or their property, unless caused by the negligence or misconduct of the hotel. The use of hotel facilities, including the hot springs and spa, is at the guest's own risk.

## Laundry and Cleaning Services

- I. **Standard cleaning:** Standard cleaning of rooms is not provided during your stay unless requested in advance. Should you require cleaning services, please notify us ahead of time, and we will make the necessary arrangements.
  - i. If guests require additional towels, a change of towels, extra bathroom amenities, or similar items, please contact the hotel staff. They will be happy to deliver your request personally or to your room.

## Privacy and Data Collection

- I. **Privacy Policy:** Your privacy is important to us. We collect personal information such as your name, contact information, and payment details to facilitate your booking your experience. We do not share your information with third parties except as required by law or for the purpose of completing your reservation.
- II. **Documentation:** Recording of hotel staff or other guests without consent is prohibited for privacy and safety reasons except when allowed by law in events such as, but not limited to, personal safety.
- III. **Security:** We take stringent precautions to protect your personal information. However, no method of transmission over the internet is completely secure, and we cannot guarantee the absolute security of your data.

## California-Specific and Legal Compliance

- I. **Compliance with State and Local Laws:** Our operations comply with all applicable laws, including those governing hospitality services, health and safety, and accommodations for people with disabilities in California and Desert Hot Springs.
- II. **ADA Compliance:** Our hotel is committed to providing access to individuals with disabilities in compliance with the Americans with Disabilities Act (ADA). If you need any special accommodations, please inform us at the time of booking.
- III. **Hot Springs Regulations:** In accordance with California state health regulations, our natural hot springs water meets all required safety and sanitation standards. The water is tested regularly, and we maintain compliance with all relevant regulations regarding water quality.

## Changes to Terms and Conditions

- I. Update:** We reserve the right to update or amend these Terms and Conditions at any time. Any changes will be posted on our website, and the revised version will apply to all bookings made after the update.

**By making a reservation or using our facilities, you acknowledge that you have read, understood, and agree to these Terms and Conditions.**

If you have any questions or concerns, please contact us by email at [info@lidopalms.com](mailto:info@lidopalms.com) or call us at  
+1 (760) 329 - 6033.