



RESERVATION POLICY

Rooms

The minimum age to rent a guest room is 21 years old. All guests must have a credit card or cash as a deposit for incidentals upon check in.

Room rates listed are per room, for up to **two adults** per room. European Plan applies (meals are not included). All rates are subject to change without prior notice.

Additional Adults

Some of our rooms can accommodate up to 4 adults in the room, using existing bedding. There is a charge for additional adults in the room of \$25 per third and fourth adult. There is a maximum occupancy in all of our rooms of four people.

Children

Children under the age of 16 are free of charge in any room.

The Riviera Palm Springs has a mandatory resort charge of \$28 USD per evening. Taxes of 13.5% are calculated in addition to the fee.

\$28 USD Resort Charge Includes:

- Fitness Center
- Local Telephone Calls (Limited Prefixes), calling card, and toll free calls
- Self Parking
- In-Room Coffee
- Daily Newspaper Upon Request
- Tennis Courts
- Wireless Internet Access
- Computer Center – ATM, Computers with Internet Access and Printers

Valet Parking

Valet Parking is available for an additional fee of \$20 per night.

Smoking Policy

All of our rooms are non-smoking. Guests are welcome to smoke in designated smoking areas in the resort gardens. Smoking in guestrooms may result in a non-refundable charge of \$250 per stay.

Pet Policy

Riviera Resort & Spa offers a limited amount of rooms for guests traveling with dogs only under 50 pounds. An additional fee of \$100 USD per room, per stay is charged. Guests are allowed no more than two dogs per room. A dog amenity is included; dog bed, bowl and a treat is delivered upon arrival. These rooms are conveniently located on the bottom floor of building 2 to allow easy access to patios and outdoor gardens. We will ask our guests to sign a waiver at check in to acknowledge the understanding of our policy. You can view the waiver on the last page below.

Deposit Policy and Cancellations

At this time we will require a deposit of 1 night of room and tax to the credit card on file. Guest room reservations can be canceled up to 72-hours prior to your arrival date without penalty. All reservations that cancel within the 72-hours will be charged a cancellation fee of one night stay, applicable taxes and resort charge. Reservations during special events or with special rates may be subject to different cancellation and deposit policies.

Advance Reservations

Advance reservations for guest rooms, dining, golf, tennis, and spa services are strongly recommended.

Package Features

Packages do not include alcoholic beverages unless stated. All package components (golf, tennis, spa services and dining) should be reserved at the time of booking to ensure availability at the time of reservation. No refunds will be made for unused package components. Packages do not include resort fee service charge and taxes for all components included in the package. Gratuities are not included.

Check-in & Check-out Policies

Check-in:

Our check-in time is at 4 p.m. When a guest checks out any number of days earlier than their originally scheduled departure day, they are responsible for a one-time early check out fee of \$75 USD.

Check-out:

Our check-out time is at 12 p.m. Late checkouts will be granted based on room availability. Check-out charges are as follows:

Until 2 p.m.	\$25 USD
Until 4 p.m.	\$50 USD
Until 6 p.m.	\$75 USD
After 6 p.m.	One night room and tax

Rollaway Beds

\$50 USD per day charge; based upon availability. Please reserve your rollaway upon booking your reservation. Not all room types will accommodate rollaway beds,

Poolside Cabana Rentals

Cabanas can be rented both at the Main and Deep End pools. The rental fee starts at \$250 and includes whole fruit and bottled water. Prices vary per day. Reservations are recommended. To confirm a cabana reservation, please call 760-778-3361.

Cribs

Pack N' Play cribs are available at no charge, upon availability. Please request a Pack N'Play upon booking your reservation.

Taxes

Rooms are subject to 15.605% state and local taxes and fees.

Please note: The Riviera Resort & Spa acts and cooperates with other organizations to make arrangements for accommodations and other services referred to herein. The Riviera Resort & Spa is not responsible for acts of other organizations and does not assume responsibility for any delay, error, loss or accident, inclement weather, faults or negligence, injury or damage in respect to any person or property, however caused or arising.

DOG ACCEPTANCE AGREEMENT

Welcome to the **Riviera Palm Springs**! We look forward to providing a memorable stay for you and your dog. To ensure the comfort and enjoyment of all our guests, the following policies apply to your dog's stay. If you have any questions, please contact the Resort Operator or the Front Desk for assistance.

1. **Dog Fee** - Please be aware that a non-refundable dog fee of \$100.00 per stay will be charged to your account prior to check-out to cover the cost of additional and necessary cleaning in preparation for our next guest.
2. **Acceptable Dogs** - We only welcome well mannered dogs less than 50 lbs. We reserve the right to require immediate removal of any dog that displays dangerous or unacceptable behavior, including, but not limited to, biting, excessive noise (such as barking), evidence of disease, or urination / defecation in public areas. No more than two (2) dogs may occupy a guestroom. The registered guest is responsible for all charges that relate to the removal of his/her dog, including but, not limited to, the relocation of other guests, transportation and kennel charges.
3. **Dog Acknowledgement** - All dogs must be acknowledged upon making the reservation or at check-in.
4. **Dog-Friendly Areas** - Dogs are allowed only in the following areas: your guest room and Wright's Garden (between buildings 1 and 2). Guests with dogs will be required to occupy rooms in building 2. All dog droppings must be picked up and disposed of by their owners.
5. **Dog Restraint in Public Areas** - Dogs must be On a leash or in a carrying case at all times in public areas. Dogs may only be in public areas when being walked from the guest room directly to the guest vehicle or when being walked to the curbing area (Wright's Garden). Public Health Laws prohibit dogs in restaurants, lounges, pools, meeting rooms or other public facilities within the resort complex.
6. **Housekeeping** – Do not leave your dog unattended in your guestroom. For the safety and comfort of your dog, Housekeeping will enter your room only if: (a) your dog is not present, or (b) you are present and can monitor your dog, or (c) your dog is caged. If your dog is left unattended, Housekeeping will not service your room.
7. **Damage to Guest Rooms and Common Areas** - Your resort account will be charged for the repair or replacement cost for any damage caused by your dog.
8. **Release and Indemnification** - The guest agrees to release, defend, and indemnify **Riviera Palm Springs**, from any and all claims or damages related to your dog or your dog's stay at the **Riviera Palm Springs**, including any claims by third-parties.
9. I hereby acknowledge full responsibility for the actions of my dog. In the event my dog causes an injury, regardless of the circumstances or provocation, I assume all liability and agree to full responsibility for all related costs including but not limited to medical expenses, pain and suffering, mental anguish, lost earnings, legal fees and any and all other damages.

I agree to the payment of a non-refundable charge of \$100 for my dog to provide for additional cleaning services as required by law.

I further agree that I will pay for damages, as witnessed by the management of this resort. Such damages include, but are not limited to, damage to the carpet and padding, bedding, furniture, fixtures, televisions and other electrically operated devices, walls, doors, loss of revenue for the room while it is being repaired, etc. I understand that my dog may disturb other guests of the resort and I agree to pay for their lodging charges, amount to be determined by the **Riviera Palm Springs**, should such a disturbance cause a dispute.

Service Animals are exempt. Please provide proof that your dog is a Service Animal and initial here _____

By signing below you acknowledge the above policy. Your fee will be charged to your room and the Credit Card on file:

Guest's Printed Name

Guest's Signature

Dog Name & Type of Dog

Room Number

Departure Date

Riviera Associate Signature

Date