

## **Guest Smoking Policy**

**Subject:** Guest Smoking Policy

**Created by:** xxx

**Department:** All Operations Departments

**Approved by:** xxx

**Effective on:** xxx

### **Purpose:**

*Our hotel is a smoke-free property by Federal and (city) mandates, and therefore all staff and guests are expected to acknowledge and comply with the hotel Smoking Policy. At such, smoking is prohibited in any area within the premises, including all hotel rooms and common areas. If a guest should desire to engage in smoking, they may be directed to designated smoking areas outside of the hotel.*

*In cases where evidence of smoking is reported inside of a hotel room or common area -- such as (but not excluding) heavy smoke or smoke odor, cigarette butts, damaged or burned hotel property; the guest is to be held liable and charged a Smoking and/or Damage Fee in the amount of \$xxx or more.*

**Scope:**

*All guests and staff members are expected to follow the hotel's Smoking Policy, otherwise risk to be legally and financially accountable for a standard penalty fee of \$xxx on behalf of the xxx Hotel. Supplemental fees may apply in cases of hotel property damage.*

**Prerequisites / Material / Resources / Tasks /****Highlights / Needs**

*The xxx Hotel requires all guests to read, acknowledge, and confirm the terms of their stay by signing the Liability Information Waiver upon arrival. The waiver lists the Smoking Policy and reserves the hotel's right to charge the guest a penalty fee of \$xxx and up to \$xxx, if evidence of violation is discovered.*

***\*In accordance with Federal and (city) Laws, the xxx Hotel is a private property and strictly prohibits the use of either recreational or medical marijuana on its premises.***

*Therefore, the Front Office is mandated to charge a guest if evidence of smoking is presented to them in the form of either:*

- an Incident Report presented by the Security Department,*
- or*
- image(s) depicting in-room smoke, cigarette butts, or damaged hotel property submitted by the Housekeeping Department.*

*In cases involving guest disputes related to smoking, either of the aforementioned forms of evidence is to serve as the hotel's testimony of violation of its Smoking Policy.*

### **Procedure / Process**

*Once the Front Office receives confirmation in the form of an Incident Report and/or image(s) depicting guest violation of the Smoking Policy, the Front Office Manager on duty is to post a \$xxx Smoking Fee to the guest's account. If the room presents an evident odor of smoke, the room is to be placed in "out-of-order" status for deep-cleaning, which may incur additional damage fees to the guest.*

*Furthermore, the Front Office Manager is to inform the guest of the smoking penalty charge billed to their account and, if needed, set forward evidence provided by either Security or Housekeeping Departments.*

### **Roles/Responsibilities:**

*The Security Department is responsible to both respond to, and conduct investigations related to Smoking Policy violations. Officers are required to investigate signs of smoking found on-property during patrol rounds or at the instruction of other departments. Once a smoking-related Incident Report is completed, Security Officers are to immediately inform the Front Office Manager of the occurrence.*

*Similarly, once Housekeeping staff suspects signs of in-room smoking while servicing a guest's room, they are to immediately report to the Housekeeping Manager. Thereafter, the Housekeeping Manager is required to investigate, collect, and forward photo(s) depicting evidence of in-room smoking to the Front Office Manager.*

*In either instances, the Manager on Duty along with the Director of Engineering will assess all hotel property damage(s) incurred by the guest's violation of Smoking Policy and post any additional damage fees to the to the guest's room. Thereafter, the Front Office Manager is to communicate and (if needed) defend the resulting penalty on behalf of the xxx Hotel using the evidence provided.*

*It is good practice to warn guest of the smoking policy one more time, when evidence is found of smoking in the guest room or in the public area. not should be recorded in the reservation and guest profile so that history can be created in case of further incidents.*

*Should guest continue to disregard policy and engage in smoking in hotel premises after warning, it is up to MOD and Director of Security to decide upon further warning or upon removing guest from premises.*

*In case of decision to remove guest, Director of Security or Security officer and MOD should communicate decision to guest, along with proof of investigation and reasons for removal.*

