



## MEDICAL CENTER LEAGUE HOUSE

7000 W. Amarillo Blvd., Amarillo, Texas 79106

Phone: 806-358-3759

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### ***Guest Policies & Guidelines***

MCLH is a charitable community project sponsored by Baptist Community Services, Harrington Regional Medical Center, Inc. and the Junior League of Amarillo. Our goal is to provide a clean, secure, comfortable, quiet environment for our guests. Please help us achieve this goal by adhering to the following guidelines.

#### **Eating and Drinking in the House**

**NO FOOD OR BEVERAGES ARE ALLOWED IN YOUR ROOM.** You may only consume food and beverage items in the Dining Room area of the MCLH building. Please be considerate of others and clean up after yourself.

#### **Laundry Room**

A full laundry room is available to our guests. An iron, ironing board, washers and dryers are provided at no charge.

#### **Visitors**

Friends and family are welcome to visit during a guest's stay. Visitation may take place in the common areas of the facility and visitors are required to sign in and out at the front desk. Rooms accommodate a maximum of 4 registered guests. Overnight visitors are not allowed unless they are registered as guests with the MCLH staff. Anyone under the age of 18 must be accompanied by an adult.

#### **Housekeeping**

There is no daily housekeeping service, so please re-use your bath towel and other linens. Please do not strip or launder your bedding or bath linens. Our staff will do that when you leave. If needed, fresh linens are available upon request.

**FOR SANITARY REASONS, DO NOT BRING YOUR PERSONAL LINENS OR PILLOWS INTO THE MCLH BUILDING.**

#### **Children**

"Children" are younger than 18 years of age and must be accompanied and supervised by an adult. Children should not be left unattended inside the MCLH building, on MCLH grounds, or in a vehicle located on the MCLH property. No babysitting services are provided by MCLH. Parents and other caregivers are responsible for cleaning up after children under their supervision.

#### **Quiet Hours**

**For the comfort of all MCLH guests, quiet hours will be observed between 9pm and 7am the next morning.**

#### **Keycards**

One keycard will be issued to you at check-in. This keycard provides access to the building and to your room. Additional cards or replacement cards will cost \$2 each. **DO NOT** give your keycard to a child or to anyone who is not a registered guest. **YOU MUST IMMEDIATELY REPORT ANY LOST KEYCARD.**

## **Security**

MCLH is **NOT RESPONSIBLE** for damage, loss, or theft of any of your property. **DO NOT** leave property, particularly valuables, in your vehicle on the MCLH grounds. Outside doors to the MCLH building will remain locked at all times. Be sure you fully close an outside door upon entering the MCLH building in order to maintain building security. **DO NOT** open any outside door to the MCLH building to any stranger. Send them to the front door of the building where the MCLH staff is located. **BE SURE TO TAKE YOUR KEYCARD EACH TIME YOU LEAVE THE MCLH BUILDING, SO THAT YOU WILL BE ABLE TO RE-ENTER.**

## **Fire Alarms**

The fire alarm system is operational 24 hours a day. If the alarm sounds, proceed to the nearest exit. Assist other guests who may have a difficult time exiting the building. Fire evacuation plans are posted in each room and in the upstairs and downstairs hallways.

## **Alcohol, Controlled Substances, Weapons & Firearms**

Any of these are **NOT** allowed within the MCLH building or on the MCLH grounds. The only exception is controlled substances for which you have valid physician prescription.

## **Smoking**

***Smoking is NOT allowed at MCLH. MCLH is a completely smoke free environment.***

Do not attempt to dismantle the smoke alarm in your guest room. You are subject to laws regarding tampering with a smoke alarm in a public place.

## **Proper Dress**

For your comfort and the comfort of other guests, please wear appropriate clothing and shoes in all public areas.

## **Pets/Animals Policy**

Animals are not allowed in the House **except for** service dogs: third party professional certification/verification required. A non-refundable \$50 cleaning fee is required.

## **Sign In and Sign Out**

Please sign out when you leave the building and sign in when you return. This will help the staff locate you in the event a physician, hospital, or other health care provider is unable to contact you.

## **Check-Out**

Please check out with the front desk and return your keycard before leaving for the last time.

## **Kitchen**

You may use the refrigerator located in the kitchen area of the MCLH building to store personal food and beverage items. You will need to label these items with your name and room number. Labels are available next to the refrigerator. MCLH is not responsible for any items stored in the kitchen. Please be considerate of others. Clean up after yourself, and keep the refrigerator and kitchen area in a sanitary manner.

## **Parking**

Park your vehicle in the designated parking areas of the MCLH grounds only. Keep your vehicle locked at all times and **DO NOT** leave any property in your vehicle, particularly any valuables.

## **Waiver and Indemnity Agreement**

Each registered guest will be required to sign a **WAIVER AND INDEMNITY AGREEMENT**. This tells the staff that you have been informed of these rules and guidelines and that you know that MCLH is not responsible for acknowledges.