

# Guesthouse Rules

1. Reservations for the Guesthouse will only be taken up to 14 days in advance and can be made by calling the IVHQ Switchboard between the hours of 6:00 PM and 9:00 PM. Reservations not cancelled in advance, and/or not honored, will be cause for limited use of the Guesthouse.
2. Photo identification must be presented at the time of check in for all guests age 16 and over. A copy of the photo identification will be kept on file at the Switchboard.
3. Residents are not allowed to make reservations or pick up room keys for their guests.
4. Guesthouse room keys may only be obtained by the actual individual(s) staying in that room. No one is allowed to pick up room keys for each other.
5. Length of stay at the Guesthouse shall be limited to three (3) nights per stay, or six (6) nights per month. Extensions may be granted by either the Chief of Security or the Adjutant for special circumstances such as end of life situations, or on ground funerals.
6. Charges for the Guesthouse will be \$15.00 per night (per room), payable at the Switchboard. Please NO TIPPING, employees are civil servants and are not allowed to accept them.
7. The keys to the Guesthouse must be picked up at the IVHQ Switchboard upon arrival after 4:00 PM, and prior to 9:00 PM Monday through Sunday. If guests will be arriving later than 9:00 PM prior arrangements and approval from the Chief of Security will be required.
8. When leaving the Guesthouse keys may be placed in the drop box located in the Guesthouse or returned to the Switchboard prior to the 11:00 AM checkout time on the day of departure.
9. Guest rooms will be assigned by the Switchboard Operator on a first-come, first-serve basis, and will be based on the number of individuals wishing to stay, and room availability.
10. We ask that all guests vacate the day room, hallways, and kitchen area between the hours of 11:00AM and 12:00 PM (Noon), to allow for cleaning by IVHQ staff.
11. Guests are responsible for leaving all areas of the Guesthouse in good condition, and will pay for any damages or theft of State property when staying at the Guesthouse.
12. Guest parking is allowed in the Guesthouse Parking Lot only.
13. Smoking, alcoholic beverages, and/or controlled substances are prohibited in the Guesthouse.
14. Children under the age of 12 will not be allowed to stay in the Guesthouse.
15. Pets are not allowed in or around the Guesthouse.
16. The Illinois Veterans Home Quincy will not be responsible for lost, stolen, or damaged, personal property.
17. No food trays may be brought into the Guesthouse from the Nielson Dining Hall.

- 18. Please leave used beds unmade when checking out of the Guesthouse.**
- 19. Guesthouse furniture is not to be moved.**
- 20. Electrical appliances are not allowed in the Guesthouse.**
- 21. All personal items must be removed from the Guesthouse prior to the 11:00 AM check out time and no one will be allowed to return to the Guesthouse after they check out.**
- 22. Guests need to shut and lock their doors when they leave the Guesthouse.**
- 23. If food items are left in the refrigerator they must be clearly marked with a name and date.**
- 24. Administration reserves the right to refuse accommodations.**
- 25. Residents may visit family members in the Guesthouse (visiting hours are 10 AM to 8 PM), residents are not allowed to spend the night at the Guesthouse.**
- 26. There is absolutely NO cooking allowed at the Guesthouse. Microwaves are provided for minimal usage.**
- 27. Prior authorization must be received from either the Chief of Security, or the Adjutant to stay at the Guesthouse if the requesting guest has a Quincy, IL address.**

**Inappropriate conduct and/or noncompliance with the above stated rules shall be grounds to prohibit guests from staying at the Guesthouse. Flagrant violation of these rules or other misconduct on the grounds of the Illinois Veterans Home could result in being banned from the facility.**