

The following guidelines are offered as a service to our students. Please read carefully.

1. Each student must check-in and check-out of the Inn. Check in for early arrival students (day before class starts) is after 3:00 P.M. Students arriving on the day their classes begin may store baggage at Pacifica and check-in at the Best Western after 3:00 P.M. **ALL STUDENTS MUST PRESENT A CREDIT CARD AT CHECK-IN.** Without credit card presentation, hotel services in your room such as telephone, movies, and room service will not be available. Additionally, you will not be able to charge restaurant meals to your room.

Check out time is 12:00 P.M. Baggage may be stored at Best Western or Pacifica until the last afternoon class is over. **ALL INCIDENTAL CHARGES ARE TO BE PAID UPON CHECKOUT.** If sharing a room, it is each student's responsibility to work out the incidental charges incurred during the stay. Pacifica is not responsible for any incidental charges.

2. Shuttle service begins at the Best Western at 7:30 A.M. and runs continuously until thirty minutes past the start time of your scheduled class. You do not need to call for shuttle service during this time.
3. During those periods when shuttle service is not running continuously, you may call the shuttle driver to schedule a pick up. The numbers for the shuttles are: 805-896-1887 and 805-896-1887.
4. Direct emergency calls to (805) 886-1887 between the hours of 6:30 A.M. and 11:00 P.M., and to (805) 886-1888 between the hours of 11:00 P.M. and 6:30 A.M.
5. Single-occupancy and courtyard rooms are available for additional charges per night and will be billed to your student account.
6. When making specific room number requests, please indicate alternative room choices in the event that your first choice is unavailable. Please note that room number requests are not guaranteed.
7. It is best to avoid giving out your room number to those who may want to reach you until after you've checked in. Since room requests are not guaranteed it could be difficult for others to reach you if you are assigned a different room.
8. By law, the hotel is not allowed to provide smoking rooms.
9. There is wireless connection through the Best Western as well as a business center for those without a laptop.
10. Not all 805 area codes are local calls; some 805 area codes are toll calls. Please keep this in mind when making phone calls, particularly when using a modem access number provided through your internet service. Also note that when dialing any 805 number, do not dial the area code, as it will generate additional long distance charges.
11. Procedures to report any problems that occur while residing at the Best Western:
 - a) Immediately notify the manager on duty of the problem.
 - b) Be specific in reporting your room number, the date, time and details of occurrence.
 - c) If you are not satisfied with the Best Western's resolution of your concern, promptly report the occurrence in writing to the Pacifica Housing and Guest Service Coordinator. Specify all of the above information, including the name of the hotel employee(s) with whom you spoke.

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