VERSATILE
PARADISE HOME







Enjoy your stay with us.

01

Guide to having a great stay at **Versatile Paradise Home**
Before Arrival, during stay, before your value.

Water Heater

Kitchen Equippment

Air Conditioning

Play Station

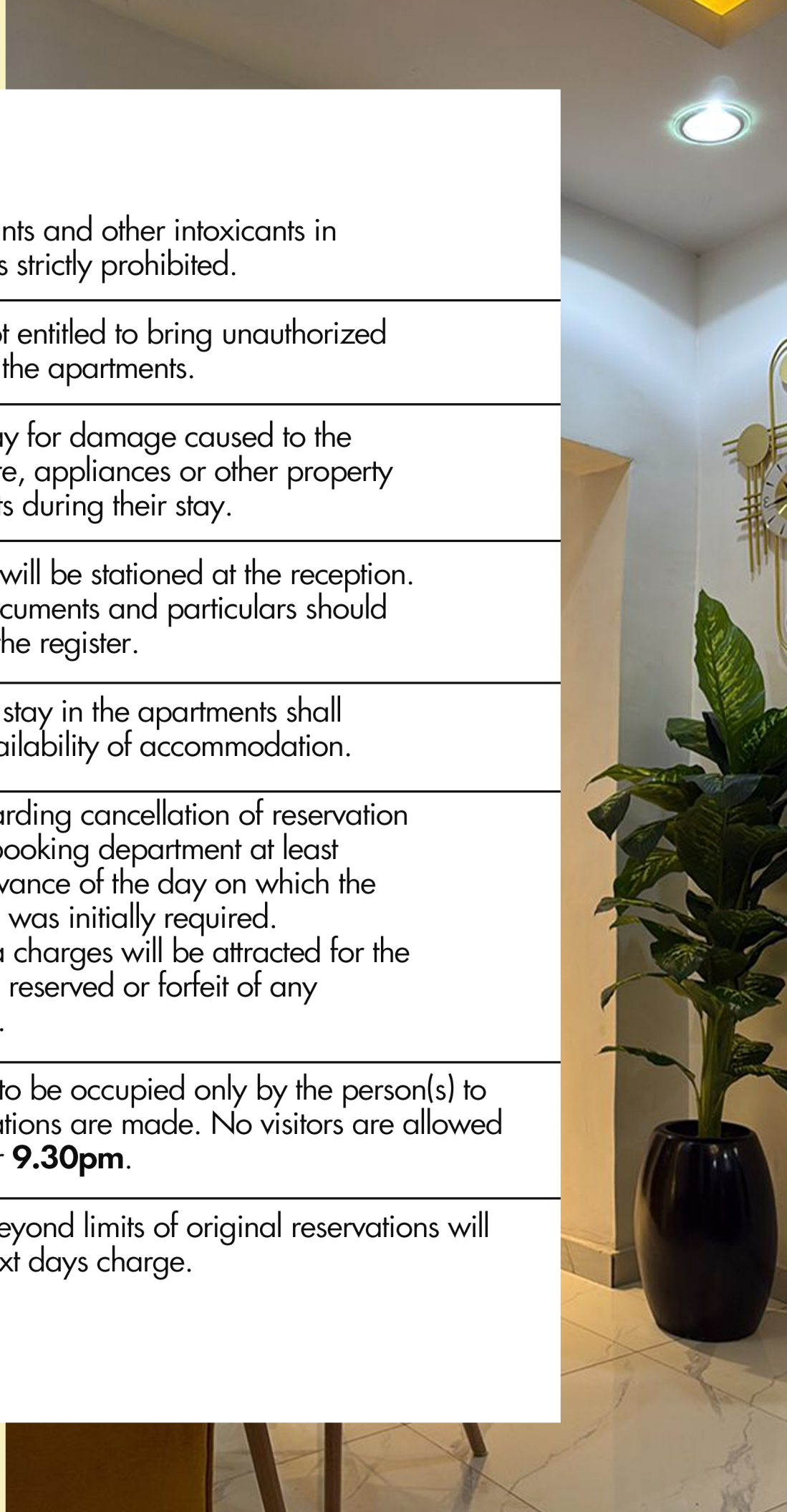
High-Speed Internet WIFI

24/7 Power

Smart TV's DSTV

Gated Access Security

- Smoking, inhalants and other intoxicants in the apartments is strictly prohibited.
- Residents are not entitled to bring unauthorized guests to stay in the apartments.
- Residents will pay for damage caused to the building, furniture, appliances or other property of the apartments during their stay.
- A guest register will be stationed at the reception. All important documents and particulars should be entered into the register.
- The approval to stay in the apartments shall be subject to availability of accommodation.
- Information regarding cancellation of reservation must reach the booking department at least **24 hours** in advance of the day on which the accommodation was initially required. Otherwise, extra charges will be attracted for the accommodation reserved or forfeit of any payments made.
- Apartments are to be occupied only by the person(s) to whom the allocations are made. No visitors are allowed in the room after **9.30pm**.
- Extended stay beyond limits of original reservations will be attract the next days charge.



Entry and departure



- Submission of Identity proof is required at the time of check-in.
- Check in time is 2pm while check out time is 1pm.
- Full payment must be made before or at check-in.
- Residents are advised to pay up rent, outstanding fees, dues, caution fees etc before scheduled time to avoid any problems.
- Management is entitled to active cell phone numbers) of residents and any second line of contact. This is to enable communication in case of any accident, sickness, prolonged absence, or other emergency.
- Two bedroom apartments have maximum capacity of six while one bedroom apartments is three. Residents would pay extra charges if this capacity is exceeded (only applies to two bedroom).
- All doors should be always locked from behind.
- Management possesses the right to evict individuals from the building based on unacceptable behaviour & gross misconduct especially those causing any inconvenience to the management and or other residents.
- Government rules and Regulation: Residents are expected to abide by the Government rules & regulation as regards alcoholic drinks, fire, smoking etc.
- Please keep the key to your apartment with the supervisor. Any case of loss will be charged to residents in supposed possession of the keys.

Contd.

Entry and departure



- Keep your area clean or request for cleaning staff when needed.
- Gate of the apartments will be closed at 11:30 midnight daily.
- All fees are payable in advance.
- Smoking in rooms, compound and within the apartment is strictly forbidden and residents found guilty will be held responsible for damages.
- Only residing guests are allowed to sleep over. Un-booked guests may be asked to leave at the management's discretion. A fine of 100% of the overnight fee will be charged if this is ignored.
- All residents must refrain from having visitors between 9:30pm to 7:30am.
- All appliances should be switched off if the room is unoccupied.
- Please remember to hand in keys on departure as failure to do so will result in a replacement cost penalty.
- Use of electrical appliances other than those supplied in the room is subject to permission being obtained from the management.
- Please note that staff will not accept instructions from residents. Please contact the hotelier for assistance and requests.
- The management of Versatile Paradise Homes reserves the right to add, alter or amend any of the above terms, conditions and rules.

Caution fee



N25,000 - Studio & One-Bedroom Apartments
N35,000 - Two-Bedroom Apartments
Refund Terms

1. Caution fees are refunded in full within 48 working hours after checkout. timeline.
2. Weekends and public holidays are excluded from the refund
3. Refunds are made only if the apartment passes inspection by the Facility Management.
4. If any damage or violation is found, the caution fee is automatically forfeited in full. Conditions for Forfeiture
5. The caution fee will be entirely forfeited if any of the following are observed:
    1. Damage to furniture, fittings, or appliances.
    2. Stains on walls, bedspreads, towels, or upholstery.
    3. Missing or tampered items within the apartment.
    4. Breach of Versatile's policies, including:
    5. Smoking within the apartment (strictly prohibited).
    6. Hosting unapproved parties or gatherings.
    7. Routine Inspection Policy for Long-Stay Guests (7 day and above).

Cancellation



72 Hours

1. Guests are eligible for 70% refund if they cancel their reservation 72 hours prior to the scheduled arrival date.48 Hours.

2. Cancellations made less than 48 hours before the arrival date will incur a 50% charge.24 Hours.

3. Cancellations on the day of the supposed arrival will result in the forfeiture of the booking and booking fee.

Rescheduling



1. Guests can reschedule with 70% processing fee if the request is made 72 hours before the arrival date.48 Hours.

2. Rescheduling less than 48 hours before the arrival date will incur a 50% charge.24 Hours.

3. Rescheduling on the day of the supposed arrival will result in the forfeiture of the booking and booking fee.

Inspection



1. Frequency: Once every 7 days during the guest's stay.

2. Notification: Guests will be informed at least 24 hours before the scheduled inspection.

3. Conduct: Inspections will be done by the Facility Manager in the presence of the guest.

Refund



1. Caution fees are refunded within 48-72 working hours after checkout, weekends and public holidays exclusive.





Usage of interior

1. Wall Decor: Use of sticky tapes, glue, etc., on walls is prohibited. Residents must cover repair costs if damage happens.

2. Wall Alterations: No repainting or altering existing wall decor is permitted.

3. Furniture and Floors: Residents are liable for any damage to wooden furniture or vinyl floors caused by nails, tacks, strips, or furniture legs.

4. Tile Cleaning: Do not use oil-based cleaning agents on tiled floors to avoid damage and safety hazards.

5. Electrical Appliances: Switch off all electrical appliances, close taps, and turn off gas burners before leaving the apartment to prevent accidents.

6. Water Issues: Report damaged taps and leaky faucets immediately to avoid damage charges. Ensure all taps, showers, and water heaters are turned off after use.

7. Negligence: Residents are accountable for damage due to negligence, such as clogged toilets, damaged furniture from climbing, jumping, or mishandled electrical appliances.

Contd.





Usage of interior

8. Fire Damage: Residents are responsible for fire damage caused by negligence; such damage is not covered by renter's insurance.

9. Cleanliness: Maintain a practical level of cleanliness and order in the apartment including toilets and other interiors

10. Neighbourly Conduct: Maintain solidarity with neighbours and comply with local, state, and federal laws.

11. Pets: No pets are allowed.

12. Appliance Usage: Do not unplug appliances from designated sockets as indicated by posted guidelines in the apartments.

13. Energy Conservation: Turn off lights in unoccupied rooms and water heaters when not in use to ensure optimal inverter battery life.

14. Inquiries: Contact the Hotelier for any further inquiries.



Extension

1. Requests for an extension of stays must be submitted a minimum of 24 hours before the initial check-out date.

2. Extensions will only be confirmed upon payment and approval by the booking management staff.

3. Residents will be given a 1-hour notice before check-out time on the expiration of lease. Extension of stay duration is only approved when rent is renewed.

For more info/inquiries call or send us a message on WhatsApp **+234 704 233 9187.**