

Presque Isle Motel Digital Guest Guide

Welcome to the Presque Isle Motel and Extended Stay Suites
2540 West 8th St
Erie, PA 16505
814-838-2081
www.PresqueIsleMotel.com

Lobby Hours

Monday: 10:00 am to 4:00 pm
Tuesday: 10:00 am to 4:00 pm
Wednesday: 10:00 am to 4:00 pm
Thursday: 10:00 am to 4:00 pm
Friday: 10:00 am to 4:00 pm
Saturday: closed
Sunday: closed

WiFi Name: pimotel

Password: pimotel2540 (Case Sensitive)

Communications with our staff

If you need to speak to maintenance, housekeeping, or management you can communicate with us using any of the ways:

1. Use the Contact Us form on the www.PresqueIsleMotel.com website
2. Call or text a request using at: 814-580-5562
3. Send us an email at PresqueIsleMotel@gmail.com
4. Stop by the lobby during lobby hours
5. Call the motel at 814-838-2081

How to check in to the motel

Presque Isle Motel is a self-check-in property. When you reserved your unit, you paid a deposit and received a 4-digit pin code (typically the last 4-digits of your cell phone number) that gives you access to your unit. Please go straight to your unit and check-in. There is no need to come to the lobby during check-in.

During our regular lobby hours, please stop into the lobby to pay any additional unit fees for your stay. We no longer accept cash as a form of payment. We accept all major credit cards and debit cards.

What items and products should you bring for your stay?

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- Paper products. We do not provide paper products during your stay but when you check in, your unit will have toilet paper, paper towels, and a couple of 13-gallon garbage can liners.
- Toiletries and cosmetics
- Food
- Your favorite pillows just in case you do not like ours

The Presque Isle Motel does not provide bedding, linens, towels, or paper products as our guests are medium and long-term extended bookings. It is not economical for the motel to provide these items on a daily basis and still offer the below market rates our guests enjoy.

If you are staying in a room with a kitchen, the kitchen will be furnished with the following items:

- Plates, bowls, drinking glasses and coffee mugs
- Utensils for eating and cooking
- Pots and pans to cook with
- Electric cooktop burners
- Full sized refrigerator, microwave, toaster, and coffee maker

Please review this guide to ensure all the proper contents we provide at check-in are in the room and in working order. Our guests are responsible for the care of the room contents and making sure all items are in the room when they check out.

Contents of every room

Refrigerator, coffee maker, toaster, microwave

Iron and ironing board

Rooms with kitchens (cooking and eating utensils)

Bedding

Towels

Smoke and CO2 detector

Hangers

Paper products

Lamps

Artwork

Waste baskets

Furniture

Wall thermostat

If you have any questions about the contents of your room when you check in, you may notify management, housekeeping, or maintenance in the following ways:

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1. Use the Contact Us form on the www.PresqueIsleMotel.com website
2. Call or text a request using at: 814-580-5562
3. Send us an email at PresqueIsleMotel@gmail.com

Vending

We provide a snack machine in the laundry room which is located between room 114 and 115 and we have a drink machine just outside the lobby

TVs

We provide smart TVs that allow guests to use their streaming service accounts such as Netflix, Hulu, Apple TV, Disney, Amazon Prime, HBO, etc.

We discontinued providing cable TV service due to the lack of use by our guests, unreliable service, and the prohibitive cost.

Room Cleaning

The Presque Isle Motel is a limited-service lodging establishment. We do not do laundry or perform unit cleaning services for our extended stay guests. We do not clean and replace towels or linens daily.

We stock cleaning supplies at our office. You can stop by during office lobby hours and borrow one of our cleaning caddy bins with cleaning supplies and vacuum cleaner at no charge. Please bring your driver's license for us to retain until you return the supplies. Please return these items as soon as you are done. Please do not keep them overnight in your room because other guests will be waiting to use them.

We perform a weekly mandatory room tour to make sure all utilities and appliances are functioning properly in your unit.

Laundry facility

We have a coin operated laundry room on the first level of the property in between room 114 and room 115. The washers and dryers use the GE laundry app which you can download using the QR code on the machines. The machines also accept quarters.

Mail, UPS, USPS, FedEx, or Amazon deliveries

Mail and packages may be picked up at the lobby during lobby hours.

Garbage and refuse

Do not place any trash outside your room door. All trash must be tied up in a plastic garbage bag first and then disposed of in the dumpster. Please bag all garbage and place it in the blue dumpster on the Sommerheim St side of the property.

Overnight guests

Please notify the office before you invite any extra guests to stay overnight.

Children

We do not accommodate children under the age of 16 unless they are always accompanied by an adult they are lodging with. This includes in their unit or any place on the property.

Parking

Currently we do not have dedicated parking. Guests may park in any spot. We have parking in our main lot on the first level and parking on the Sommerheim street side of the motel. We do not allow vehicle storage or repairs on the property. If you need to store a boat, RV, camper, etc. please get the permission of management first.

Tesla Clause – Guests agrees to use electricity for reasonable household purposes only and shall not engage in activities that cause a significant increase in utility costs, such as charging electric vehicles, without prior written consent from management.

Safety and security

We pride ourselves on providing safe, secure, well lit, and extra clean lodging to our guests.

We do not have any monitoring devices inside our rooms for video or sound. Every room has a deadbolt and a swing lock. Our unit doors are solid wood or solid metal doors with no key holes.

We do have exterior CCTV footage 24/7 covering all areas of our property.

We use professional Hotel guest screening software, and all guests picture ID and identity are validated before check-in. We do background checks on all guests and staff.

Pet Policy

Currently the motel does not accommodate guests with pets.

MOTEL MAINTENANCE AND EMERGENCY POLICY

Please call 911 for the following emergency events:

1. Medical Emergency Call 911
2. Fire Emergency Call 911
3. Criminal Emergency Call 911

Maintenance Emergency: If you have a maintenance issue, please go to the www.PresqueIsleMotel.com website, click on **Contact Us** and use the **Click Here For Service** button or call the office at 814-838-2081 or call or text our maintenance department at 814-580-5562.

Toilets, sinks and faucets

Please do not flush anything down the toilet except toilet paper. If your toilet is not flushing, your sink is not draining, the faucet is leaking, or you have a broken water pipe, please contact maintenance or management immediately.

1. Call or text a request using at: 814-580-5562
2. Call the motel at 814-838-2081

Never flush anything other than toilet paper down the toilets. If maintenance must unclog a toilet due to anything other than toilet paper being in the drain, the guest is responsible for the charges to remove the obstruction and all plumbing repairs due to the obstruction. A minimum fee of \$75 will be charged to your credit or debit card.

Guests may be subject to an after-hours \$75 maintenance fee if it is between the hours of 8:00 pm and 8:00 am and the maintenance issue is not an emergency.

- Tripped breaker if it is caused by a device owned by the guest
- TV, cable, or internet not working
- Appliance not working
- Light bulb is out
- Window will not close
- Smoke and CO2 detector needs a battery
- Any issue that is not an emergency that can wait until the next business day
- You are locked out of your room between the hours of 8:00 pm and 8:00 am.

Guests DO NOT pay a fee for the below issues if it is between the hours of 8:00 pm and 8:00 am

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Any maintenance issue that has the potential to damage the property or harm a guest

- Broken water pipe
- No heat
- Electrical hazard
- Plumbing issue
- Security break in

Guests DO NOT pay a fee for any maintenance issues if it is between the hours of 8:00 am and 8:00 pm

Maintenance Emergency

Lockout if it is between the hours of 8:00 am and 8:00 pm.

The need to Check-in or Check-out

NOTE: If any guest request service from Penelec, National Fuel, the water authority, Velocity Net, Direct TV, a utility service provider, or any contractor without the written consent of management, that guest will be responsible for the cost of those services and repairs.

Additional appliances

Please do not bring any additional appliances, heating or cooling devices, or gaming stations to the rooms. This is prohibited by our Motel rules. If you bring additional appliances to your room, you will be assessed a \$50 weekly fee for extra electric usage.

Lights, heat, and air conditioning settings

Before you leave your room to go to work, to go shopping or going out for the day, please turn off all lights, and turn the heat down to the lowest setting and turn off the air conditioning. We reserve the right to enter all rooms and adjust settings if the room is not occupied. 😊 Thank you for helping us conserve energy and protect the environment.

Room temperature Settings

Every room has a Verdant tamper proof thermostat on the wall. It controls the upper heat temperature and lower air conditioning temperature. The maximum heat and lowest air conditioning temperatures are preset and cannot be changed by a guest

The maximum heat temperature is set to:

The minimum air conditioning temperature is set to:

Please do not tamper with or touch the wall thermostat. It will not allow you to adjust the temperature of the room. If you are uncomfortable in your unit, please use the motel messaging app to request a change in temperature. Thank you.

Smoking and Alcohol

All our rooms are non-smoking rooms. Smoking in rooms or inside common interior spaces such as the lobby or the laundry room are prohibited. This includes vaping, e-cigarettes, and marijuana. Consuming alcohol is not allowed outside of your room, at the pool, or in any common area of the property.

Marijuana

Marijuana is not allowed on the property anywhere. If you are smoking marijuana anywhere on the property, including inside your room, you will be asked to check out and leave immediately.

Grills and cookouts

Grills are to be used in the center grass areas only. Do not use grills under any covered area or under the roof area next to your room.

How to extend your reservation

If you need to extend your reservation, please notify management as soon as possible so we can make sure we do not book your unit on your check-out date we have in our records.

How to check out of the motel

Bag all garbage and place it in the dumpster on the Sommerheim St side of the property

Do not strip the beds

Please take all your personal items with you. We will only store personal items left behind for seven calendar days then we will dispose of those items.

If you leave garbage, packing material, defective products, or personal items behind, we will charge a \$50 disposal fee or a \$50 storage fee to your credit card.

Move out condition and tasks

Please remove all personal items when you check out. We are not responsible for personal items left behind after checking out.

Empty all trash cans and dispose of your refuse in the dumpster on the West side of the property. Do not leave behind packing materials or defective appliances or electronics.

Lock out policy

If you forget your room pin code, please notify management. You may be subject to a room lockout fee of \$75.

REFUND AND EARLY CHECK OUT POLICY

All refunds are based on the discretion of management and can only be given after you are fully checked out of your room and the management has inspected your room or your reservation is completely cancelled.

Cancelling a reservation

If the reservation is cancelled 8 or more days in advance of checking in, we will provide the guest with a full refund. If the cancellation is made with less than an 8-day notice, we do not offer a refund. Management reserves the right to modify this cancellation policy and timeframe depending on the season and time of year.

Early check-out

If you need to check out early before your check-out date or before any period that you have paid for, please notify management as soon as possible.

We do not refund unit fees for daily short-term reservations. If you are paying room fees on a weekly basis, we do not refund the fees for a partial remainder of a week. If you are paying a monthly rate, we offer a refund, minus an Early Departure fee of \$300.

Late check out

Please notify management if you will be checking out late. You may be subject to a \$50 late check-out fee. If you check out past 5:00 pm, you will be charged for one additional night stay.

Temporary vacancy policy

We do not suspend, reduce, or refund unit fees for guests who are leaving the property for extended time periods. If you need to leave the motel for an extended period such as going on a vacation, holidays, family emergencies, etc., you will need to completely check out of your unit or continue paying your fees to maintain your reservation. Please notify management before you leave for an extended period.

Storage

We do not offer a storage service for personal property when you are away from the property.

Pool hours and rules

The pool hours of operation are: 10:00 am to 6:00 pm daily

This pool is not guarded by a Lifeguard. Swim at your own risk.

People with infections or diseases that may be transmitted by pool water are prohibited.

No swimming if you have or have had diarrhea in the last two weeks

Patrons must shower before entering the pool

Do not change diapers in the pool area

No diving in the pool

No running or rough play

Children under the age of 16 years old must be supervised by a parent or a guardian

No swimming alone

Do not swim during severe weather conditions

Maximum bather load is 12 people

Children under the age of 16 may not swim or play in the pool area or any place on the property without adult supervision.

Children under the age of 12 must always wear a floatation device.

No alcohol is permitted in the pool area

No glass containers or food in the pool area

No grills, appliances, or any device that needs to be plugged into electrical power are permitted in the pool area.

Please clean up after you are done using the pool area. Remove any garbage, food or packing materials.

Smoking, vaping, marijuana, or use of any tobacco product is not permitted in the pool area.

The Presque Isle Motel is not responsible for any personal items left in the pool area.

No swimming if you are impaired by drugs or alcohol.