

## Presque Isle Motel Digital Guest Guide



Welcome to the Presque Isle Motel and Extended Stay Suites

2540 West 8<sup>th</sup> St

Erie, PA 16505

Text: 814-458-0696

Call: 814-838-2081

[www.PresqueIsleMotel.com](http://www.PresqueIsleMotel.com)

Check in time is 3:00 pm or later

Check out is 11:00 am or earlier

### **Lobby Hours**

Monday: 10:00 am to 3:00 pm

Tuesday: 10:00 am to 3:00 pm

Wednesday: 10:00 am to 3:00 pm

Thursday: 10:00 am to 3:00 pm

Friday: 10:00 am to 3:00 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. Text us any time at: 814-458-0696
2. Use the Contact Us form on the [www.PresqueIsleMotel.com](http://www.PresqueIsleMotel.com) website
3. Stop by the lobby during lobby hours

### **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.

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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?**

- 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 provides one set of linens and towels.**

We do not provide 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

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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:

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

**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. Do not rearrange the furniture in the room.

### 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 will be discontinuing cable TV service due to the lack of use by our guests, unreliable service, and the prohibitive cost.

Please turn off your TV when you leave your room so your neighbors will not be disturbed by the noise of your TV running while you are out. When you are away from your room, whether it's to go home and visit friends, you're going out for the day for enjoyment, or you're going to work, please turn off your TV.

### Vending

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

**We accept all major credit cards or debit cards.**

**We do not accept cash.**

**Prior to checking in, we require all guests to do the following:**

- 1. We require full payment up front before any guest can check into the motel. This matches standard industry requirements of any hotel, Airbnb, or apartment complex.**
- 2. We require the guest to have a credit card on file and provide a photo ID.**
- 3. All guests must fill out and sign our Lodging Agreement.**

**A 4% Management fee is charged on all transactions regardless of the form of payment so we can provide an onsite desk manager to sort mail, address client needs, and take in-person room fees.**

**We do not accept partial payments. Our software system will not allow us to extend your reservation without payment in full. If you can't pay your room fees in full when they are due, you will be asked to check out of the motel.**

**If you do not come to the office to pay on time or your automatic credit card payment is declined and you do not respond to our communications after your check-out date and time, we reserve the right to remove your PIN code from your unit door. If you are in your unit, the police will be called, and you will be removed for trespassing.**

**Our staff will remove your belongings, and you will receive communication informing you of the date and time that your belongings will be discarded if you do not arrive to claim them.**

All guests are responsible for coming to the office during office hours to pay their weekly room fees. If you plan on extending your reservation, all Room fees are due before you check out day by 11:00 am. Otherwise check out time is by 11:00 am. If you move out during a 7-day period, we do not give partial week refunds. If you extend your reservation and your room fees are not paid by 11:00 am on your check out day, we will add a \$25.00 late fee to your invoice. If you extend your reservation and your room fees are not paid by 11:00 am the day after your check out day, you will be locked out of your room and an additional \$25.00 lockout fee will be added to your invoice.

If Maintenance must pack and remove your belongings, your invoice will be charged a fee of \$25.00 per hour for packing, transporting, and storing your belongings. You will also be charged storage fees the Motel incurs.

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If you lock your keys in your room or forget your door PIN code, our Let-In fee to unlock your door or provide a new door PIN code is \$25.00. If it occurs between the hours of 9:00 pm and 9:00 am, or on weekends, the Let-In fee is \$75.00. Guests are responsible for coming to the office during office hours to get their mail and packages.

### 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 LaundryApp which you can download using the QR code on the machines. The machines also accept quarters.

## HOW TO USE YOUR CREDIT CARD TO DO LAUNDRY

Go to the Google Play store or the Apple store and load the “**Laundryday**” app.

Open the App



Click on the “**Sign Up Here**” link to create an account.

Use your email address as your Username and add a password.

The App will send you an email to verify your email address.

Log into the app and click “Authorize”.

Enter a credit card and add funds.

Scan the QR code on the washer or dryer.


The washer or dryer display will show the words “See APP”.

The App on your cell phone will show a menu of prices, cycles, and times.



Use the keypads on the washer or dryer to select the Cycle, Time, and Soil level. **DO NOT USE THE MENU ON YOUR PHONE. THE PHONE IS JUST SHOWING YOUR CHOICES.**

Use the Soil button on the washer for more dirty clothes. Use Time button on the dryer to increase dryer time.

Press and hold the Start button on the washer or dryer for a couple seconds. 

The washer or dryer will start the cycle within 5 to 10 seconds. The app on your phone will message you when your laundry is done.

### **Room Cleaning**

The Presque Isle Motel is a limited-service lodging establishment. We do not do laundry or perform unit cleaning services for our extend 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.

### **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.

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**Overnight guests** - Please notify the office before you invite any guests to stay overnight. We charge a \$15.00 fee per night for overnight guests. You are allowed only 1 person to visit at a time unless approved ahead of time by management. All visitors must be off the property by 11:00 pm. QUIET TIME IS 10:00 PM to 8:00 AM. We do not allow parties of any type in your rooms. We strictly enforce a 1-strike rule when law enforcement is called to your room.

**Children - Currently, we do not accommodate guests with children.**

### **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.

Please register all guest vehicles with the front office. We reserve the right to tow or remove any unregistered or abandoned vehicles left in our parking lot.

**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 guest's picture ID and identity are validated before check-in. We do background checks on all guests and staff.

**Pet Policy** - Please refer to our Pet Addendum policy.

## **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 that you feel is an emergency, please do the following:

1. Text us any time at: 814-458-0696
2. Text us any time at: 814-580-5562
3. Use the Contact Us form on the [www.PresqueIsleMotel.com](http://www.PresqueIsleMotel.com) website
4. Stop by the lobby during lobby hours

**The motel performs a mandatory weekly inspection of all rooms to monitor any outstanding maintenance issues, mitigate any potential pest issues, and to maintain health and safety standards.**

### **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. Text us any time at: 814-458-0696
2. Call or text a request using at: 814-580-5562
3. 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 \$50 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

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- 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**

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.

### **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 up the air conditioning to its highest setting. 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. Please only use the thermostat on the wall to adjust your room temperature.

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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 garage 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.

Do not place any trash outside your room door. All guests are responsible for placing their trash in a sealed plastic garbage bag first and then disposing of it in the dumpster. 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.

If you are paying room fees on a weekly basis, we do not refund the fees for a partial remainder of a week.

### **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.