



Extra Guest Fees

Customer Service - 2025-01-30 - Commentaire (1) - General Questions

Q: What is your extra guest policy?

A: Our properties have a base occupancy of 2 guests included in the nightly rate. Additional guests are welcome at a rate of \$5 per person, per night.

Q: Why do you charge extra guest fees?

A: Extra guest fees help cover additional amenities, utilities, and services needed for larger groups, ensuring a comfortable stay for everyone.

Q: How are extra guest fees calculated?

A: The fee is \$5 per additional person beyond 2 guests, per night. For example, if you're staying for 3 nights with 4 people total, the extra guest fee would be: 2 extra people × \$5 × 3 nights = \$30 total.

Thank you for reaching out about the extra guest fees. I'm happy to explain our policy.

Our base nightly rate includes accommodations for 2 guests. For any additional guests, there is a fee of \$5 per person, per night. For example:

- 2 guests = base rate (no extra fees)
- 3 guests = base rate + \$5 per night
- 4 guests = base rate + \$10 per night

This modest fee helps cover:

- Additional linens, towels, and bathroom amenities
- Increased utility consumption
- Extra welcome amenities
- Enhanced cleaning services

We keep our extra guest fees minimal at \$5 per person to ensure our properties remain accessible while maintaining our high standards of service. The fees are automatically calculated during the booking process based on the number of guests you indicate.

Would you like me to help you adjust your reservation for the correct number of guests? I'm here to ensure your stay with Cielo Stays is as comfortable as possible.