



## LAUNDRY/VALET SERVICES

**Purpose: Attentive, timely and careful handling of guests' clothing to enhance the hassle-free guest experience.**

1. Approximate time of same-day return must be posted or noted by the hotel on order slip.
2. Laundry/valet bags (two) and order slips must be available in guestrooms and replenished each day as needed.
3. Prices for valet services must be posted on all order slips. Dry cleaning pricing may not distinguish between genders.
4. Handling guest items
  - (a) The hotel must ensure that the pockets of jackets and pants/trousers are empty.
  - (b) Buttons must automatically be replaced and minor repairs made, with a card indicating that the service has been provided.
5. Returning guest items
  - (a) If guests are not present in the room when laundry is returned, then laundered items required to be hung must be hung in the closet/wardrobe, and the remainder of the items must be left in plain sight in the room.
  - (b) In cases where a "Do Not Disturb" sign is displayed when the laundry is returned, a card must be placed under the door inviting guests to call for delivery at their convenience.