

Webster Apartments
NEW YORK CITY

GUEST HANDBOOK

As of April 2018



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PART ONE ABOUT US

MISSION

The Webster Apartments is a benevolent institution whose mission is to provide safe, affordable, temporary residences for single women working in New York City, without discrimination. The Webster promotes a healthy lifestyle, providing nutritious meals, comfortable surroundings, and the opportunity for intellectual improvement, and good moral surroundings.

VISION

To provide young professional women with valuable opportunities to fulfill their dreams of pursuing careers, building networks, and experiencing life in New York City.

ABOUT US

Founded in 1923 by Charles and Josiah Webster with the support of their first cousin, Ronald H. Macy, the brothers established this non-profit organization with a focus on fostering the success of professional women. In addition to comfortable, furnished single rooms and a host of amenities, including housekeeping services and two meals daily, The Webster Apartments offers its guests onsite complimentary professional and personal development seminars and lectures, movies and live entertainment, rooftop parties and networking events, 24/7 security, a fully stocked library and more.

PART TWO DURING YOUR STAY

ADMINISTRATION

If you have any questions during your stay at The Webster Apartments, our Front Office Clerks are available to assist you at the Front Office from 8:30 AM to 5:00 PM, Monday through Friday.

CONTACTS AT WEBSTER

Admissions

Conduct building tours and oversee the application process for prospective guests.

Monday – Friday: 9 AM – 5 PM

admissions@websterapartments.org

(212) 967-9000 ext. 8013

Cashier

Invoices guests on a bi-weekly basis, accepts invoice payments, facilitates collections.

Monday, Tuesday, and Thursday: 7 AM – 3:30 PM

Wednesday & Friday: 8 AM – 4:30 PM

billing@websterapartments.org

(212) 967-9000 ext. 1418

Dining Services

For dining hours, see Part Four Dining Service & Meals.

mlachawiec@websterapartments.org

Front Office

Oversees Check In, Check Out Process Payments

Room & Board, A/C, Lockouts, Keys, Meal tickets, etc., complaints or concerns.

Monday – Friday: 7 AM – 9 PM

Saturday: 8:30 AM – 5 PM

Sunday: Closed

guestservices@websterapartments.org

(212) 967-9000 ext. 0

Housekeeping

Call the Front Office during business hours. Outside of normal business hours, call Security at ext. 1414 and ask for a Guest Services Representative.

Monday – Friday: 9 AM – 5 PM

Guest Services Manager

Oversees the overall Guest Experience during the stay

Monday – Friday: 12 PM – 9 PM

guestservices@websterapartments.org

(212) 967-9000 ext. 1402

Guest Services Representatives

Oversees all guest concerns and complaints when the Front Office is closed.

Monday – Friday: 2:30 PM – 11 PM

11 PM – 7:30 AM

Saturday-Sunday: 7 AM – 11 PM

11 PM – 7:30 AM

(212) 967-9000 ext. 0 or 1414

Maintenance & Repairs

Call the Front Office during business hours. Outside of normal business hours, call Security at ext. 1414 and ask for a Guest Services Representative.

Programs & Events

Execute weekly events.

events@websterapartments.org

(212) 967-9000 ext. 8013

Security Desk

(212) 967-9000 ext. 1414

PART THREE AMENITIES

AIR CONDITIONER RENTAL

During the summer, air conditioners are available for an installation fee of \$35 and a weekly fee of \$13. Any guest who wishes to have an air conditioner installed in their room, must see the Front Office to complete the necessary paperwork and pay the corresponding fees. It is requested that all guests turn their air conditioners off before leaving the building for extended periods of time to conserve energy.

ATM AND CHANGE MACHINE

For your convenience, ATM and change machine are located in the lobby across from the cashier.

COMMON AREAS & GATHERING SPACES

1ST FLOOR

Practice Room

Furnished with big screen by Direct TV (satellite), couches, desks, chairs, and piano. TV viewing is available on a first come, first serve basis. TV remote can be checked out at the Front Office.

Garden Room

Couches, tables, chairs, lots of natural light. Access to Backyard Garden.

Reception Hall

Ballroom size venue used for special events.

Library

Furnished with large study tables and chairs; pay-to-use computer and printer kiosks. Well stocked book selections.

Beau Parlors

Small couches and lounge chairs with TVs. TV remote can be checked out at the Front Office. The official channel list for Sling TV which is our service provider is:

<https://www.sling.com/c/channels?classification=us>

Rooms are available on a first come, first serve basis.

Meeting Room

Small meeting (seats 3) room available for booking by coming to the Front Office. Meeting Room is available on a first come, first serve basis for a two-hour window.

2ND FLOOR

TV Room

Reclined theatre-style seating with big screen by Direct TV (satellite). TV viewing is available on a first come, first serve basis. TV remote can be checked out at the Front Office.

Community Room

Microwave, ice bin, and a cold/hot water fountain along with snack/beverage vending machines. It is located next to the TV Room.

Lobby

Security 24/7. Female and male restrooms, guest mailboxes and package room.

OTHER LEVELS

Dining Room

Fully staffed kitchen and dining room open 7 days a week. Snacks and beverage vending machines are available.

Backyard Garden

Open year-round (except in inclement weather) for personal use of guests and female/male visitors.

Rooftop

Open year-round (except in inclement weather) for personal use of guests and female visitors.

Laundry

Located on the West side of the 4th, 7th, and 11th floors. Open 6:30 AM – 11 PM daily.

EVENTS & PROGRAMS

Weekly events are offered to provide a social forum for guests. Events include Movie Nights, Professional Developments, Networking, TV Viewing Parties and Fitness Classes.

FAXES

You can send or receive faxes at the Front Office when the Front Office is open for business. The charge for an incoming fax is 75¢ per page. The charge to send a fax within the U.S. is 75¢ per page. To send outside the U.S. is \$1.00 per page.

HOUSEKEEPING

General Cleaning:

- Included in each guest's room & board are weekly housekeeping services. Although these services are provided, all guests of the Webster Apartments are required to maintain their room according to all Webster policies and procedures, including those pertaining to mandatory housekeeping services and staff access to the guest rooms.
- For health and safety reasons, all guest rooms should be cleaned on the guest's general cleaning day as stated on the inside of each guest room door. If a "Do Not Disturb" sign is placed outside the door, Housekeeping does not enter the guest room for general cleaning and inspection that week. However, if a "Do Not Disturb" sign is outside the door for the second consecutive general cleaning day, Housekeeping is required to enter the room for general cleaning and inspection. Guest rooms found in inadequate condition for cleaning will be given a health and safety violation for the room and must improve the condition before the next general cleaning day.
- The Webster and its staff reserve the right to enter your room for any purpose including, but not limited to, performing maintenance and repairs or checking on the safety and security of guests and property.

LAUNDRY

Coin-operated laundry facilities are located on the 4th, 7th, and 11th floors and are open from 6:30 AM – 11 PM daily. The last load of laundry must be in the washing machines by 9 PM in order to close the facilities by 11 PM. The laundry room doors will be locked at 11 PM, and any laundry left in the machines may not be retrieved until the following day.

The charge for washers is \$1.50 per load. Dryers are free.

Refunds for lost coins may only be collected through Coin Mach Company, the owner of the equipment. Coin Mach contact information can be found in each laundry room. You can exchange your dollar bills for coins at the change machine located across from the Cashier's window in the lobby.

Ironing is not permitted in guest rooms. It may only be done on the ironing boards in the laundry room. Guests may use the iron located in the laundry room or their own iron.

NOTARY SERVICES

Documents can be notarized by visiting the Front Office between 8:30 AM and 9 PM, Monday through Friday. Present the document to the Notary Public, provide a photo ID for verification and sign the document in notary's presence. Documents will be officially stamped, dated and signed. A notary public acts as an impartial third-party witness to not only the signature of a document but also that all parties who signed a document did so willingly and under their own free will.

TECHNOLOGY

Wireless Access

- Webster offers free wireless internet to all guests and visitors throughout the building. To connect your device(s) to our network, please follow your device instructions on how to connect to “Wireless Network Connections” and enter the Webster credentials below:
 - Wireless Name: Webster
 - Password (Case Sensitive): Resident419
- To report an issue with your Wi-Fi, please contact guestservices@websterapartments.org.

Computer Kiosks

- Pay-by-the-minute computer kiosks are available in the Library which may also be used for printing.

TELEPHONES

Each guest room is equipped with a telephone for internal, local and long-distance calls.

Rates for local and domestic long distance outgoing calls are \$0.015 per minute. International calling rates vary. Telephone bill will be added to your room & board invoice. If the bill is not paid, your phone will be restricted from making outgoing calls until payment is made, except to call 911 and the Security Desk.

The external caller may reach you directly by dialing Webster’s main number (212) 967-9000 and following the prompts on the automated attendant.

If you are unavailable, your caller can leave you a voicemail on your in-room phone. Please see below for call and voicemail instructions:

- Ask your callers to dial your room number once calling into Webster and listening to the automated prompts. Note: If you have a three-digit room number, they must enter “7” before your room number. For four-digit room numbers, they can simply enter your room number.
- You can call other rooms directly without charge. Note: To call other rooms if the room is a three-digit room number, you must enter “7” before dialing another room. For four-digit room numbers, you can simply enter the other room number.
- The directions for listening to your voicemail are as follows:
 - Dial 9999 from your room phone.
 - Press * to play messages.
 - Within the “play messages” menu there the following options. Press the following number for the corresponding action:
 - 0: Play next message
 - 1: Play previous message
 - 2: Replay message
 - 3: Delete message
 - 4: Call back
 - 5: Forward message
 - #: Exit voicemail

The recommended method of placing long distance domestic and international calls is by using a pre-paid calling card. These cards are available at most newsstands and delis. A public pay phone is available in the main lobby.

TV VIEWING

To secure a remote for the TVs, a guest must leave her room key with the Guest Services Representative or Security. Instructions on how to use the smart TVs are located inside the beau parlors. Guests are required to log out of their individual subscriptions before exiting the beau parlors. If the subscription is left logged in and unattended, Webster is not responsible for any subscription charges made by unknown parties. Rooms are available on a first come, first serve basis.

- Beau Parlors: Sling TV
The official channel list for Sling TV which is our service provider is:
<https://www.sling.com/c/channels?classification=us>
- 1st Floor TV Room: Direct TV (satellite)
- 2nd Floor TV Room: Direct TV (satellite)

A wide assortment of DVDs is also available to borrow, free of charge.

PART FOUR DINING SERVICES & MEALS

Webster's Dining Room serves three meals per day on weekdays and two meals per day on weekends and holidays. Two meals per day are included in each guest's room & board. Guests may enjoy any two meals they choose. Guests may go through the meal service line once and choose from the options listed on our daily menu.

On the weekends, guests may enjoy their meals during both offerings: brunch, and dinner. Although our brunch service hours and menu are expanded to include breakfast and lunch options, guests may still only go through the meal service line once. Therefore, please be conscious of the time the hot food is served.

Guests may supplement their two meals per day at Webster with an optional bagged lunch which is available 7 days a week for an additional cost. To purchase and order a bagged lunch, visit the Front Office by 12:00 PM at least one day prior to when you'd like to pick it up. Pickups are available during breakfast/brunch hours on the pick-up day.

Meal tickets may be purchased at the Front Office by guests who would like to enjoy the third meal on any given day and for visitors who will be joining a guest for a meal in the Dining Room.

Meal ticket pricing:

- Breakfast: \$4
- Brunch: \$8
- Lunch, bagged lunch and dinner: \$8
- Holiday/Special Events: \$10

All guests must tap their ID swipe card against the card reader located near the entrance of the Dining Room in order to gain access to the Dining Room. If a guest chooses to enjoy a third meal, simply swipe in at that meal time and the additional meal will be billed to your account.

Dress Code:

For the comfort, respect and safety of all our Guests, kindly refrain from wearing the following in Webster common areas and gathering spaces:

- Facial Masks
- Pajamas
- Socks or stockings without shoes

- Slippers
- “Short Shorts”
- Swimsuits
- Towels
- Undergarments without clothing

Please note Webster Management reserves the right to enforce its dress code for the safety and comfort of all guest and staff.

DINING HOURS:

WEEKDAYS: MONDAY THROUGH FRIDAY	WEEKENDS: SATURDAY AND SUNDAY
BREAKFAST: 6:45*- 8:45 AM * Hot food available AFTER 7 AM	BRUNCH (Breakfast and Lunch): 8:30 AM - 12:30 PM * Hot food available AFTER 9:30 AM
LUNCH: 12:45 - 1:45 PM	
DINNER: 5:00* - 8:30 PM * Hot food available AFTER 6 PM	DINNER: 4:00 - 5:30 PM

- Upon entering the Dining Room, give your room number to check in at the hostess stand before proceeding to the meal service line.
- The dining room will remain open during the non-meals time for guests to use at their leisure and enjoy beverages. The dining room will close after the last meal time of the day until the following morning.
- Guests must enjoy their meals IN the Dining Room. Food, beverages, glasses, dishes, silverware, etc. may not be taken out of the Dining Room and transferring food to storage containers is strictly prohibited.
- If you are sick and unable to go down to the Dining Room for your meals, please notify the Front Office and a sick meal tray will be provided for you.
- There is a microwave, ice bin, and a cold/hot water fountain along with snack/beverage vending machines on the 2nd floor Community Room. Snack/beverage vending machines are also located in the Dining Room.
- Refrigerators are not available for guest usage, and guests are prohibited from using a refrigerator in their room.

PART FIVE GUEST POLICIES

ALCOHOL POLICY

Guests over 21 years of age are permitted to consume alcoholic beverages in common areas and guest rooms. Underage drinking is strictly prohibited.

- Possession/use of alcohol by minors is prohibited.
- Kegs, party balls, wine boxes and other forms of shared alcohol dispensing sources are prohibited.
- Sale of alcohol is prohibited.

In the State of New York:

- It is unlawful for any MINOR* to possess or consume alcoholic beverages.
- It is unlawful for any MINOR* to knowingly and willfully make any misrepresentation or false statement as to one’s age to obtain alcoholic beverages.
- It is unlawful for any person to obtain alcoholic beverages for consumption by an individual who is known to be a MINOR*.

**MINOR is defined as any person under the age of 21.*

Violations will result in administrative action.

CHECKOUT PROCEDURES

A full copy of this policy inclusive of terms, conditions and fees can be requested from the Front Office at any time during your stay.

Formal Notice of Checkout

- At least 8 calendar weeks prior to the date of checkout, guests are required to submit a Checkout Notice form at the Front Office. Guests submitting requests to checkout with less than 8 weeks' notice will incur a penalty fee of \$600.
- All changes with your checkout date should be communicated **immediately** in writing to Guest Services via email at guestservices@websterapartments.org and a new checkout form should be submitted.

Final Bills

You will receive your final bill via email approximately two weeks before your scheduled checkout date. It will include room & board billed through your checkout date and any fees incurred.

If you would like your final bill at an earlier date, please include it in the “notes” portion of your checkout notice or email your request to billing@websterapartments.org.

Your final bill payment is due by 9 AM on the due date stated on your invoice. A late fee of \$25 will be assessed if full payment is not received by the specified date and time and an additional \$25 fee will be assessed for each week that payment remains outstanding.

Final bill payments can be made by ACH debit, cash, check, and credit or debit card up to the due date on the invoice. Payments by credit or debit card will incur a \$15 convenience fee. After the due date of the invoice, only cash, credit or debit card can be accepted for payment.

Room Condition, ID Card, Keys and Mail

- Your room should be restored to its original condition, excluding normal wear and tear. Do not leave personal property or garbage in the room. The Webster will not take responsibility for any personal property left behind; items will be discarded.
- ID Card and Keys (Room and Mailbox) should be returned to the Front Office on your checkout date by 11 AM.
 - The charge to replace missing or lost room key, mailbox key or ID Card is \$25 per item lost.
 - ID Card can be kept as a memento upon checkout, no charge.
- Notify the United States Postal Service online at www.usps.com, or visit your local post office 2 weeks prior to moving for a forwarding address form. Parcels and packages received after your departure will be returned to sender.

Checking Out - Movers

- Any guest who requires the assistance of a male, or movers, up on the residence floors, i.e., in your room or on the elevator, must request an appointment time when you submit your checkout notice. This allows the Webster team to arrange for the necessary resources to be available for escorting them. If an appointment is not made in advance, the Webster staff will do its best to aid and access, but there may be a significant waiting period.
- If you are hiring professional movers, we will need the following information two business days prior to the date scheduled:

- Name of the moving company.
- Date and Time of move.
- Certificate of Insurance from the moving company.

FIRE PREVENTION & SAFETY REGULATIONS

The below policies have been created in accordance with New York City Fire Department regulations. Failure to adhere to Webster's fire safety policies may result in termination of residency.

Non-Smoking Property

The Webster Apartments is a smoke-free property; smoking in any form is not allowed in any room or indoor and outdoor space to include the rooftop, backyard garden and front entrance steps. Smoking is only permitted outside on public property that does not belong to Webster Apartments.

Fire Hazards

The below items are considered fire hazards and are **not permitted** in guest rooms:

- Cooking equipment of any kind (i.e. coffee pots, hot pots, toasters, microwaves, etc.)
- Open flames (i.e., lit candles, smoking, etc.)
- Electric heating devices (i.e., space heaters)
- Clothing irons (see *Laundry*)
- Hanging clothes on the fire sprinkler pipes or any pipes

Fire Alarms & Smoke

All guests are required to evacuate the building immediately and proceed to a safe outside location when a fire alarm is sounding. Once outside, look for Webster staff for further instructions.

Should you violate any of the policies set forth below, or, anything else deemed a violation of fire and safety regulations by the fire code, general safety standards, and/or Webster management, the Webster team will correct the violation and the guest will be issued a warning for a first offense. Any subsequent offenses will be reviewed by the Webster Management team. Fines and/or restriction of related privileges may be invoked commensurate to the level of the offense. Webster Management reserves the right to be the sole arbitrator of such offenses.

Fire egress maps are located on the inside of all guest room doors.

If you hear your building's fire alarm:

- Always assume an emergency; never assume a false alarm and exit the building immediately.
- Do not open door if knob is warm to the touch; stay in room and call 911 or dial 0 from a Webster phone.
- Use stairs, not elevators.
- If you encounter smoke, crawl on floor (where air is fresher).

If you smell smoke or see smoke or fire:

- Pull the nearest building alarm.
- Close your room door.
- Safely exit the building.
- Call 911 or dial 0 from one of the Webster phones while proceeding to the nearest exit.
- Never attempt to fight or put out a fire.
- Tell staff or emergency fire personnel exact location of fire or smoke.

If you get trapped by fire or smoke:

- Call 911 or dial 0 from one of the available Webster phones.
- Keep the doors closed.
- Hang an object out the window to notify rescuers of your location.
- Do not jump; the Fire Department will rescue you.

Automatic Sprinklers

The building and all guest rooms are equipped with automatic sprinklers. When water flows through the sprinkler heads, the building alarm system will automatically sound. It is important that you do not tamper with the sprinkler heads or the system. Guests tampering with the system, even accidentally, are liable for damage to the building and private property and will be subject to administrative action.

GUEST ROOM RULES

ID Card and Keys

- Guests are REQUIRED to swipe their Webster ID Card upon entering the building.
- Webster cannot release your keys to anyone else unless we have written permission from you to do so.
- The charge to replace missing or lost room key, mailbox key or ID Card is \$25 per item lost.

Room Door:

- Interior: To prevent blocking the fire safety map, guests may not affix any items on the inside of their room door.
- Exterior: No flags, curtains or other cloth items are to be hung on the outside of your door. Small items may be placed on the outside of your room door as long as they are not considered offensive to any person or group, do not cause any lasting and/or permanent damage to the door, do not obstruct egress and/or passage, and are not liable to cause injury to other guests, visitors, employees, or vendors. Items found in violation will be removed at Management's discretion.

Hallway:

- As per the NYC Fire Department regulations, no flammable items can be placed in any public area of the building, including the guest floor hallways and the outside of guest room doors. This includes posters, banners, flags, curtains, etc.

Window:

- Nothing is to be placed on your window sill.
- Nothing should be placed or hung outside on the exterior of your window. This includes, but not limited to clothing, banners, posters, flags, flower pots, statues, laundry, etc.

Lamps/Pipes

- Do not hang anything on the room lamps or pipes.

BICYCLES

For safety purposes, bicycles are prohibited from being stored in guest rooms or any storage areas within the building. Bicycles may be parked/locked outside of the Webster Apartments on the bicycle racks. Bicycles may not be parked in a way which would impede access to the building entrance or exit. Webster is not responsible for any bikes left on the bike rack outside.

BILLING

Invoices for room & board and incidentals (i.e., telephone calls) are emailed to guests bi-weekly on **Mondays**.

- **Invoice Due Date:** Payment is due in full by 9 AM every **Friday** following invoice distribution.
- **Late Fees:** Guests who do not make the invoice payment in full by due date will incur a \$25 late fee for each week their account balance is not paid.

PAYMENTS

Webster encourages eligible guests to make their room & board payments online.

- **US Bank Account Holders**
 - Guests who have a US bank account can remit payments online via a secure payment site by following the link provided on their invoice.
 - Online payments may only be made via ACH which withdraws funds directly from a US bank account using your bank's ABA Routing number and your bank account number.
 - Other forms of payment cannot be accepted online and can only be used at the Cashier's window or the Front Office, see *Accepted Payment Methods* below.
 - Online payments may only be made in FULL; partial payments cannot be accepted.
- **Non-US Bank Account Holders:**
 - Guests who do not have a US bank account can remit payments online using a Credit or Debit Card via a secure payment site by following the link provided on their invoice.
 - **Convenience Fee:** Guests who would like to pay a room & board invoice with a credit or debit card will be charged a convenience fee of \$15 for each invoice. To avoid this fee, guests with a US bank account are strongly encouraged to make payments online via the ACH payment method above.
 - Other forms of payment cannot be accepted online and can only be used at the Cashier's window or the Front Office, see *Accepted Payment Methods* below.
 - Online payments may only be made in FULL; partial payments cannot be accepted.

To make a payment in person, please refer to Front Office and Cashier hours listed on page 5.

Accepted Payment Methods for Room & Board

- Guests who do not have a US bank account or do not wish to make their room & board payment online will still be able to make a payment in person with the Cashier or at the Front Office with any of the below accepted forms of payment:
 - Cash
 - Check
 - Traveler's Cheques
 - Money Orders

All Other Payments

Payments for all items other than room & board (i.e., meal tickets, overnight visitors, merchandise, etc.) may be made at the Front Office using any of the above payment methods. No convenience fee will be charged for payments made by credit/debit cards.

DIGITAL BOARDS

Guests are encouraged to view the digital screens near the elevators for information on events, menus, operational & building updates, etc.

GUEST PROMOTIONS

Guests are permitted to use the magnetic bulletin boards near the Laundry Rooms to post promotions for events/happenings, sale of personal items, etc. Items found to be in offensive or inappropriate will be removed at Management's discretion.

DRUG POLICY

- Possession/use of any illegal drug is prohibited.
- Sale, distribution or provision of any illegal drug is prohibited.
- Drug paraphernalia is prohibited.

FIVE YEAR MAXIMUM STAY

Guests who have been approved for residency at Webster Apartments may stay up to five years provided they continue to meet all Webster eligibility requirements as outlined on the website. Details can be found at <http://www.websterapartments.org/reservations/applications/>

FOOD DELIVERIES

Takeout deliveries from local restaurants may be placed at any time, but guests must include their room number, their address and mobile number so they can be easily contacted when the delivery is made. Guests must be present to accept the delivery as the Front Office and Security are not permitted to accept the delivery on a guest's behalf.

LOCKOUTS

Guests who are locked out of their room may notify the Front Office Personnel or the Guest Services Representative for assistance. Any guest who is locked out three times within a 30-Day period will incur a service fee.

LUGGAGE

Due to space limitations in rooms, luggage that does not fit in the guest's closet or causes a fire hazard in the guest's room must be stored in our storage (trunk) rooms on each floor.

To have two (2) pieces of luggage picked up from your room for storage, or, to request your luggage from storage, please come to the Front Office.

Please ask for tags at the Front Office to attach to your luggage before storing it. Write your name and room number on each tag. At any time during your stay, when you need to store or retrieve your luggage, you must fill out a Trunk Room Slip which can be found at the Front Office to have your luggage transferred to your room. Do not store any other guest's luggage or belongings in your room or trunk room.

HEAVIER BLANKETS

To request a heavier blanket, please contact Guest Services at guestservices@websterapartments.org.

MAIL AND PACKAGES

Mail should be addressed in the following manner:

Your Full Name (no nicknames)

Webster Apartments

419 West 34th St

Your Room #

New York, NY 10001

The Front Office will accept mail delivered with your **full name** and **room number** and process in the following manner:

Parcel Mail (Letters/Magazines, etc.)

- Will be placed in your mailbox
- No formal notification will be sent via email

Packages (UPS, FedEx, USPS, dry cleaning, flowers, etc.)

- Will be stored in the Package Room
- An email notification* will be sent to the email address on file

**You may confirm the email on file with Guest Services (guestservices@websterapartments.org)*

US mail is delivered Monday through Saturday, and outgoing mail is picked up once daily. All mail (included registered mail) is delivered to the Front Office to be sorted by Front Office Clerks and placed in the correct guest's mailbox. Should you have any concerns about the manner in which your mail is being handled, please contact Guest Services.

The only mail not receivable by Webster Apartments is COD (collect on delivery) mail. Guests who receive COD mail should expect to receive a slip with the proper information for where they can make the necessary payment and retrieve their mail. They should also plan accordingly with the organization/individual from whom they receive it.

Webster Apartments cannot and does not accept responsibility for the damage, theft, or loss of personal property, including mail or shipments sent to you. Webster is not liable for property damage, missing mail, reported theft of mail, or other loss of personal property.

Local newspaper delivery agencies and parcel delivery services are permitted to enter our lobby area only to make drop-offs at our Front Office.

Notify the United States Postal Service online at www.usps.com, or visit your local post office 2 weeks prior to checking-out for a forwarding address form.

- Parcels and packages received after your departure will be returned to sender.

NONCOMPLIANCE AND STAFF ENTRY INTO ROOMS

Webster staff respects your right to privacy and work to assure that no unwarranted or unauthorized entry into your room occurs.

Designated Webster Staff members do have the authority to enter your room without your knowledge or consent in the following situations:

- For routine or emergency repairs or replacements, inspections for maintenance or sanitation problems, assessments of damage from flooding, improvements, etc.
- Weekly upon general cleanings staff visually inspects rooms to determine whether safety, security, or sanitation deficiencies exist.
- If weather warrants checking that heating units are working properly.
- In any emergency when appropriate staff is responding to a reported incident or believe there is serious physical or psychological distress or imminent danger to the room's occupants or contents.

The situations in which a staff member may enter and/or inspect/search a resident's room without the resident's consent or knowledge or without a search warrant are those situations described above. In all other situations (i.e., when a staff member has probable cause to believe that a violation of Webster rules and/or laws

exist in a particular room but that purported violation does not present an imminent threat or danger to Webster property or to residents) a Guest Service Representative or other staff member shall ask to speak with you and shall ask for your consent to enter your room and conduct a search.

You shall respond to such a request by stepping into the hallway within a reasonable period of time and speaking with the staff member. If you fail to step outside promptly and speak with a Guest Service Representative or other staff member, that staff member may initiate administrative and/or disciplinary action against you for noncompliance.

You should immediately report any concerns you have about the appropriateness of a particular request to enter a room or a specific entry and/or inspection/search to the Department of Guest Services.

PARTICIPATION WAIVERS

Before a guest can participate in any of the fitness related events offered during their time at Webster, a participation waiver must be completed. These waivers acknowledge that the participant assumes all risks associated with that event/class, therefore, releasing Webster Apartments (and all other specified parties) from any liability for the class. They also acknowledge that Webster Apartments assumes no responsibilities and bears no obligation to any instructor who may teach a class.

PARTIES

Socializing with a group of friends is important, but you should know that:

Whether in rooms or other gathering spots, parties/events must not:

- Become too large for the host-guest(s) to exercise responsible control over the behavior of guests
- Expand beyond the boundaries of the individual room
- Be open to all or advertised in any way

You can expect Webster staff to intervene and instruct the host(s) to end the event when gatherings:

- Result in excessive noise, damage, destruction, fighting, or other disruptive behavior
- Exceed the normal boundaries, with persons gathering in hallways, stairwells, lounges, entrances, and other common areas
- Have been advertised or promoted through flyers, posters, or other means

PETS

Pets of any kind are prohibited.

PHOTOGRAPHY/VIDEOGRAPHY

Photos and/or videos taken at the Webster Apartments are only permitted for non-commercial, personal use by Webster guests and/or visitors. All other requests for photography/videography are handled on a case-by-case basis must be submitted to the Director of Marketing and Communications for approval. Webster Apartments reserves the right to deny requests based upon the use of the materials.

Requests by members of the press, requests for photography and filming for news, publicity and promotional purposes must all be submitted and approved by the Director of Marketing and Communications.

QUIET HOURS

Quiet hours are from 11:00 PM – 7:00 AM. Please be considerate of other guests. “Quiet hours” refer to those periods when the residence must remain especially quiet. Quiet hours are maintained to provide an atmosphere conducive to relaxation and sleep. During designated quiet hours, it is expected that all residents will contain noise so it cannot be heard outside of their room with the door closed.

Reasonable quiet is maintained 24 hours a day throughout the guest floors. These are referred to as “courtesy hours.” When asked by another resident to reduce noise and/or lower the volume of your music or conversation, you will be expected to comply out of courtesy to your neighbors.

ROOM CHANGES

Due to the high-occupancy nature of Webster Apartments, a room change is not guaranteed. In the event of an emergency and a room change is required, Webster staff will make the necessary accommodations. To request a room, change please contact Guest Services at guestservices@websterapartments.org.

Temporary Assignments

In certain situations, guests may be placed in a temporary, often shared, room. Under certain and individual circumstances these nights may be complimentary or offered at a reduced rate. When their permanent room is ready, guests will check out of their temporary room and check into their permanent room.

Emergency Relocations

In the event of an emergency (weather, damage, pest, etc.) and a guest is forced from her room (temporarily or permanently) Webster staff will make the necessary accommodations. It should be noted that due to the high residency rate of Webster at any given time, it should not be expected that the new room would be identical to their original room.

Displacement

This is our term for the rare occasions when guests are forced to relocate from their rooms because their floor or building is:

- Scheduled for renovation or upgrades;
- Being converted for certain Webster uses or partnerships; or
- Uninhabitable because of an emergency.

Normally, announcements can be made several weeks or several months in advance so as to disrupt guests’ routine as little as possible.

SOLICITING/CONDUCTING BUSINESS

Any business of commercial use of the rooms, including but not limited to the operation of business, home occupation, enterprise, organization in or from the rooms or the premises by any guest is illegal and in violation of applicable law. Further, The Webster Apartments is a nonprofit and tax-exempt organization, and the operation of business, home occupation, enterprise, organization in or from the rooms or the premises by any guest could adversely affect The Webster’s tax-exempt status.

Accordingly, any business or commercial use of the rooms, room address, room phone, data jack, or wireless access, including but not limited to, the operations of business, home occupation, enterprise, organization in or from the rooms or the premises by any Guest is strictly prohibited. Violation of this policy will result in immediate termination of tenancy at and eviction from The Webster Apartments.

VISITORS

While accompanied by a guest, male visitors are allowed on the main floor, in the Dining room and Backyard Garden. When staff is available, we will escort male visitors upstairs for a brief time to view a guest’s room and/or the rooftop garden during these designated times: Weekdays: 9 AM – 5 PM; Weekends: 12 PM – 5 PM. The staff member will remain with the guest and visitor at all times. The guest must be on the premises while hosting a visitor. Unescorted visitors must wait in the lobby for you.

A maximum of **FOUR (4) visitors** may accompany a guest from 8:30 AM – 11:59 PM. Guests must request approval from the Guest Services Manager for larger groups with a minimum of 24 hours' notice.

Daytime Visitors:

- Guests may have visitors in the building from 7 AM – 11:59 PM.
- Female visitors are permitted anywhere throughout the building.
- Male visitors are allowed on the main floor, and in the dining room and Backyard Garden.

Overnight Stays:

- Guests are permitted to invite female family and friends over 18 years of age to stay overnight for up to fourteen (14) nights. Reservations and full payment must be made in advance with a minimum of 24 hours at the Front Desk.
 - Guests are permitted to have one (1) visitor stay overnight in their room on a cot for the charge of \$50 per night which includes breakfast.
 - Upon availability and approval, guests may request a separate room for their visitors at the rate of \$100 per night which includes breakfast. Reservations may be made with Guest Services (guestservices@websterapartments.org).

Male Visitors

- While accompanied by a guest, male visitors are allowed on the main floor, in the dining room, and rear garden.
- When staff is available, we will escort male visitors upstairs for a brief time to view a guest's room. The staff member will remain with the guest and visitor at all times. Male visitors may not use the elevator without a staff escort.

PART SIX SAFETY & SECURITY

The safety and security of all Webster guests are our top priority and we expect it to be yours as well. Every individual action can have a direct impact on your safety and that of everyone else who lives in the building.

While staff, equipment, and information resources are provided to guests to encourage behaviors that prevent dangerous situations and to assist if an emergency should occur, **each guest of the Webster Apartments has primary responsibility for her own safety and security.** Therefore, we ask all our guests to do their part in maintaining a safe and secure building.

BUILDING ACCESS

All guests are required to abide by all security protocols outlined in this Handbook as it pertains to their ID Card, room/mailbox keys and visitors. Guests must swipe upon entering the building. Visitors must give a valid State ID or Passport to Security upon entering the building.

EMERGENCIES

Notify Security (extension: 1414) to report safety and security issues that require immediate attention and dial 911 for any emergency requiring police, fire or ambulance.

For non-emergency medical issues, if you are contagious and unable to go down to the Dining Room for your meals, please notify the Front Office and a sick meal tray will be provided for you.

Webster may, at a staff member or security officer's sole discretion, require that a guest is seen by emergency medical service personnel. Webster staff may share the guest's emergency contacts information on file with emergency medical service personnel.

To report medical illness requiring immediate medical attention, alert the Front Office/Security by dialing "0" from a guest room or hallway phone.

LOST & FOUND

While Webster is not responsible for the loss of money or personal property, Lost & Found is located at the Front Office where we ask guests to return items found left unattended. In the event that you lose something, please see the Front Office during normal Front Office hours. When the Front Office is closed, please see the Security Guard on duty. All unclaimed item(s) after 30 days will be discarded and/or donated to charity.

OUTDOORS & ROOFTOP

The following is a list of prohibited activity while on the roof at the Webster Apartments:

- Items are not to be placed on the ledge of the roof.
- No one is permitted to sit on the ledge of the roof.
- Nothing is to be placed over the side of the roof.
- Balloons may not be released on or from the roof.
- Laundry cannot be left out on the roof to dry.
- No one may stand on any furniture, planters, or any other item while on the roof.
- Guests who appear to be intoxicated, or act in a manner which is considered to be unsafe by the Webster team, will be asked to leave the roof.
- No smoking is permitted on the roof or in the garden area.

SAFETY & SECURITY INSPECTIONS

As a preventative measure for the safety and security of all guests, safety and security inspections are conducted regularly throughout the building.

Daily, Webster's Guest Services Representatives conduct safety walk-throughs in the building to check interior lighting, exit signs, fire egress, fire doors, stairwells, etc. and address items as needed.

Additionally, each week on the guest's general cleaning day, our Housekeepers conduct a visual health and safety inspection of each guest's room. If a safety or security issue is found, guests may be contacted by our Guest Services Department so we can rectify the issue as soon as possible.

SECURING YOUR PERSONAL PROPERTY

Guest room doors must remain locked at all times. Thefts happen most often when the property is left unattended or unsecured. Webster cannot be liable for the personal accident, injury, or illness sustained by you or your visitors, nor for any theft, loss, or damage to your personal property. It is recommended that valuables are locked up in the room, and remove valuables when you're away from Webster for longer periods of time.

VIOLATIONS

All Webster Guests and Visitors are expected to abide by all Webster policies, procedures and regulations. The Webster Guest (resident host) is responsible for the actions of her visitors and will be held accountable for any violations of Webster policies, procedures, and regulations committed by her visitors.

Matters involving problematic behavior may be managed through Webster Guest Services, Webster Security, or may be referred to local law enforcement or civil courts when deemed appropriate.

Webster management reserves all rights pertaining to the method of investigation, the processing of complaints, and the final disposition of all Webster policy, procedure and regulatory violations.

Guests found to be in violation of any of Webster's safety and security policies will receive a warning on the second observed offense. On the third observed offense, guests will receive another warning and will be required to meet with our Guest Services Manager and Director of Security to discuss the matter.

Guests found to be willfully in violation of these policies will have their residence eligibility status reviewed and possibly revoked.