

SIGNATURE MOMENTS



Signature Moments are the memorable experiences that bring the GuestHouse brand to life. With select touch points along the guest journey, we create Signature Moments that are consistently provided at every GuestHouse. In addition there are optional Signature Moments that continue to uniquely define the brand experience with guests.

✓ **REQUIRED SIGNATURE MOMENTS** are carefully chosen to provide maximum impact and uniquely define the GuestHouse brand experience.

♥ **OPTIONAL SIGNATURE MOMENTS** take the experience to the next level, and are highly encouraged to provide rich, immersive stays.

ARRIVE



✓ **BRANDED WELCOME**
A branded mat creates a sense of welcome.



✓ **FRONT DESK LIVERY**
Graphic panels on the back wall behind the front desk with the Brand and consumer messaging add a splash of color and design behind every front desk.



✓ **WATER REFILL STATION**
Water station with canteen fill-up reinforces our environmental awareness allowing guests to fill their personal water bottles with fresh, clean, filtered drinking water.



✓ **CORN HOLE**
Guests can unwind with a quick game of corn hole.

STAY



✓ **BRANDED BATHROOM AMENITIES**
Individually bottled amenities featuring the GuestHouse brand or Cascadia branded dispensers.



✓ **COMFORTS OF HOME**
Guests can check out board games, clothes drying racks, blenders and other items to use at no charge during their stay.



✓ **GUEST LAUNDRY**
Complimentary use of laundry machines at all GuestHouse properties. Detergents can be made available to purchase at the front desk or via vending machines.



✓ **TOP OF BED PROGRAM**
Sweet dreams are abundant when guests plop down into our soft bedding. Triple sheeting with a white top sheet modernizes each guestroom.



✓ **NIGHTSTAND OUTLETS**
CubieTime or approved plug portal provides convenient access to plug in and power up.



✓ **43" TV WITH HBO**
So much media today is consumed on the small screens of our mobile devices, GuestHouse recognizes the value of big screen experience with HD programming and complimentary HBO.



✓ **KITCHENETTES**
Kitchenettes make the guests feel at home with the ability to make meals right in their rooms.



♥ **COMPLIMENTARY BIKES**
Branded complimentary bikes.

SIGNATURE MOMENTS



EAT & DRINK



✓ **COFFEE & TEA SERVICE**
Coffee available 24/7 with both in-room Keurig machines and lobby coffee station featuring Prideland Coffee by Royal Cup.



✓ **CONTINENTAL BREAKFAST**
Complimentary enhanced breakfast with cold and hot cereals, hard boiled eggs, fruit, and make your own waffles kick off each guest's morning. Add additional hot breakfast items if facilities and market merit it.



✓ **MARKETPLACE**
Beverage, food, snack and sundry items that appeal to the extended stay guest.

KEY BRAND STANDARDS



EXTERIOR SIGNAGE
Consistent Brand signage becomes recognizable to guests and reinforces our Brand image.



HELLO REWARDS PROGRAM
Full program participation including informational poster and guest info postcards.



APPROVED PMS
Specific brand approved PMS product (OPERA), integrated with two-way interface.



SHOWER EXPERIENCE
Speakman Anystream showerhead, a curved shower rod and a hookless 2 piece curtain enhance the shower experience.



FITNESS CENTER
Feature a gym on site (350 sq. ft. minimum) or make arrangements with a local gym to provide complimentary passes to guests.



BRANDED OS&E
On-site items branded per brand OS&E guide.



COMPLIMENTARY WI-FI
Guests can work, stream, shop or simply surf the web to their heart's delight.



NON-SMOKING
Guests will enjoy a 100% smoke-free hotel.

Signature Moments subject to change. Additional brand standards may apply, consult the current brand standards and resources located on AccessPoint Owner's Portal.