



Stays

For the purpose of this policy

- ★ Shorts stays are stays of 1 to 27 nights
- ★ Long stays are stays of 28 nights and longer

Payment

Short Stay Guests: All short stay guests are required to pay for the entire period of the stay, on or before the day of check in.

Long Stay Guests: All long stay guests are required to pay in full for the first month's stay before or on the day of check in. Payment for subsequent (or extension) months should be made no later than 7 days to the end of the period already paid for

Reservation Confirmation

Your reservation will be confirmed once a 50% deposit has been made based on a valid proforma invoice. Should we receive another booking or a serious inquiry for the same dates that have been reserved but not yet fully paid for, full payment must be completed within 2 hours of notice to secure your reservation. This policy ensures that we minimize losses caused by potential cancellations and maintain availability for all our valued guests.

Security Deposit

To ensure the upkeep of our property and provide the best experience for all our guests, Yellow Door Apartments requires a refundable Caution Fee. For stays under 14 days, a fee of ₦50,000 will apply, while stays longer than 14 days will require up to ₦100,000. This fee will be included in the invoice and is fully refundable upon checkout, subject to the following conditions:

1. Room Inspection: At checkout, the room will be inspected to confirm that no damage has occurred, and all items are intact.
2. Stains and Damage:
 - Yellow Door Apartments reserves the right to deduct from the caution fee for damages or stains caused by guests. Such damages and stains are including but not limited to the following:
 - Permanent stains on furniture or beddings: Makeup, ink, blood, wine, coffee, tea, oil stains (body oils or food grease), dye, or bleaching stains.
 - Burn marks or holes: Caused by cigarettes, candles, or other heat sources.
 - Tears or rips: In bedsheets, towels, upholstery, or window blinds.
 - Broken items: Furniture, décor, electronics, kitchenware, or appliances.
 - Missing items: Towels, linen, cutlery, or any other property belonging to Yellow Door Apartments.
 - Blocked plumbing: From inappropriate disposal of items such as sanitary products, wipes, or foreign objects.

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Address: No. 1, Thaba Tseka Street, Wuse 2. Abuja. Nigeria **Phone:** +234 (0) 7089999907
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2. Additional Charges: If the cost of repairs or replacement exceeds the caution fee, guests will be billed the additional amount.
3. Notification and Refund:
 - Guests will be notified of any deductions with an explanation and cost breakdown before processing the refund of the remaining balance of the caution fee.
 - Refunds will be processed within 2 to 24 hours of checkout inspection completion.

Smoking Policy

All studios and apartments are strictly non-smoking. Designated smoking areas are provided within the property grounds for cigarettes only.

The use of other substances, including but not limited to marijuana, cannabis, weed, vaping devices, or any other strong flavored or recreational smoke, is strictly prohibited on the premises.

Failure to comply with this policy will result in a ₦100,000 charge to your guest account and an immediate check-out without a refund. We uphold our non-smoking policy to ensure the comfort and safety of all our guests.

Guests who violate this policy and do not settle the fine will not be allowed to leave the premises and the authorities will be called. We appreciate your understanding and cooperation in maintaining a pleasant and safe environment for everyone.

Extended Stays

- ★ Extension of guest stay is subject to room availability.
- ★ Subsequent days will only be reserved if a guest indicates interest and makes payment.
- ★ Payment for extension should be made before the expiration of the previous date

Cancellations and Refunds

Because we are a small hotel, we run strict policies around cancellations and refunds

YELLOW DOOR APARTMENTS CANCELLATION POLICY

1. General Policy

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All cancellations or modifications must be made by contacting Yellow Door Apartments directly via phone, email, or through our official website. The date and time of cancellation will be recorded and serve as the basis for any charges or refunds.

2. Reservation Deposit & Cancellation Penalties

As we cannot charge guest cards and rely on a deposit or full upfront payment system, the following policies apply:

a. Reservation Deposit: A 50% deposit or full payment is required to secure a reservation at Yellow Door Apartments. This payment is payable upon booking. You will be required to pay the balance of your invoice before or at check in, before being granted access to the unit.

b. Free Cancellation: Guests can cancel free of charge if the cancellation is made at least 5 days before the arrival date. In this case, the reservation deposit or full payment will be fully refunded.

c. 50% Charge: If the cancellation is made between 4 and 2 days before the arrival date, the reservation deposit or 50% of the full payment will be retained by Yellow Door Apartments.

d. 100% Charge: If the cancellation is made within 1 day of the arrival date or in case of no-show, the reservation deposit or full payment will be retained by Yellow Door Apartments. For guests who made a deposit, an invoice will be issued for the remaining 50% of the booking cost.

3. Early Departure

Should a guest decide to depart early, the full amount of the reservation will still be charged. Early departures are considered as last-minute cancellations and the reservation deposit or full payment will be retained.

4. Force Majeure

In the event of circumstances outside the control of either party ('force majeure'), including but not limited to, acts of God, war, strikes, or government restrictions, neither Yellow Door Apartments nor the guest will be held liable for any failure to fulfil the booking agreement, provided that both parties use their best efforts to resume performance as soon as possible.

5. Refunds

Any refunds due will be processed back to the original form of payment. Refunds due will be initiated between 24-72 hours after the cancellation confirmation.

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6. Should guests leave the apartment prior to their original departure date no refunds will be issued for un-utilized nights. Refunds will only be considered for the nights we are able to sell.

Advanced Bookings

Yellow Door Apartments is designed primarily for long stays. Advanced short stay bookings are subject to availability.

We also reserve the right to sell a room that was reserved but not fully paid for. The reserving guests will be contacted and be given the opportunity to make payment immediately else the apartment will be given out on a first pay basis.

Right of Refusal

Yellow Door Apartments reserves the right to refuse service to anyone for any reason.

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