

Thank you for your interest in staying at the Sequoia Guest House. The following is information that will assist you in making plans for your upcoming visit to Sequoia Hospital. Requests for reservations in our Guest House are received and granted on a first-come, first-served basis.

### **Eligible Guests:**

Available only to patients and their adult relatives and/or patient caregivers/advocates (“loved ones”) when the patient’s situation is such that s/he:

1. Elected to have a medical procedure at Sequoia, and
2. Lives outside of a distance approximating or exceeding 90 miles from Sequoia Hospital (170 Alameda de las Pulgas, Redwood City, CA 94062).

### **Ineligible Guests:**

1. Children under 16 (and, pets of any kind are not eligible guests)
2. Sequoia Hospital employees are not eligible guests
3. Patients/ loved ones with any communicable disease
4. Patients/ loved ones requiring ventilator support
5. Patients/ loved ones with a draining wound
6. All guests must be able to function independently and communicate effectively with others.
7. Guests must be physically able to move up and down 2 front stairs, stairs in the back of the house and elevation changes which constitute an emergency exit route, and manage to move through the Guest House without the need for wheel chairs or walkers since the Guest House is not wheelchair accessible.

### **Fees:**

- 1) Accommodations:
  - Room fee is \$40 per night for eligible guests
  - Only major credit cards are accepted to make payment (VISA, MasterCard, and Discover)
    - American Express is not accepted
- 2) Lost Key Charges:

If key for the room is not returned on checkout, the guest will be charged \$50 per key.
- 3) Damaged or Missing Furnishing Charges:

Amount to be based on cost of replacement. Inventory Control Sheet of all furnishings provided at Guest House on file with Guest Services staff

During Registration process, patients requesting Guest House lodging will be expected to provide Credit Card information to Guest Services staff in order to pre-authorize the nightly room fee and any other fees noted above. Applicable guest house fees will be charged either on the day of check-out or the following business day. If it is not possible to obtain credit card authorization prior to check-in, then the patient will receive an invoice by mail detailing the amount owed for the lodging separately from any other hospital billing after check-out date.

The Guest House provides a communal environment which provides the following:

Accommodations include 8 private bedrooms; maximum occupancy 2 adult guests per room. Some of our rooms include two twin beds (XL) and some include a Queen bed. Rooms will be assigned on Check-In day. Only one room per patient family is available for reservations.

Amenities include:

- 3 full bathrooms, and one half bathroom;
- Soap, bedding and towels provided; other toiletries not included
- Living room with satellite television and furnishings;
- Kitchen with Keurig machine, refrigerator/freezer and microwave only;
- Kitchen dining table and five chairs
- Complimentary use of washer and dryer
- Complimentary use of wireless internet
- Beautifully landscaped private backyard and patio area

Parking/Transportation:

- Parking is complimentary and available in the parking garage adjacent to the Guest House. Parking at the Guest House is prohibited except for loading/unloading and service vehicles.
- Transportation to and from the Guest House is not provided by the hospital
  - Walking to the hospital from the Guest House is approximately equivalent to 250 steps which can take approximately 5 minutes (including some slight inclines, flat walking areas, and elevators which are available 24 hours daily)
- Complimentary valet service is available at the Main Entrance to the hospital Monday – Friday; 6am – 6pm.

A guest may stay a maximum of 5 (five) nights. Requests for a longer stay will be considered based on room availability however, due to high demand the request may not be granted

- Check-On and Check-Out
  - Check-in time is 3 p.m. or later. Check-out is 12:00 noon.
  - Check in/out at the Sequoia Hospital Information Desk inside the Main Entrance of the hospital (Whipple Ave.)