



# Guest Rules and Agreement

1. Smoking or the use of any tobacco product is not permitted anywhere in the Ronald McDonald House.
2. No weapons, alcohol, or illegal drugs will be allowed to be used, consumed, or stored anywhere on the RMHC property.
3. Child abuse, domestic violence, or obscene language and gestures will not be tolerated.
4. Food and drinks (other than water) may be stored and consumed only in the kitchen/dining room areas.
5. Guests are required to clean up after cooking, eating, and drinking.
6. All common areas are the responsibility of our guests. Please leave them tidy.
7. It is your responsibility to complete the check-out procedures checklist so that the room is ready for the next family.
8. In the event that the room will be unoccupied for more than one night, guests must properly check-out of the room and ask to be put back on the waiting list for the date of their return.
9. You must notify the office of the departure or arrival of any guest or visitor staying in the room.
  - RMHC has the right to limit the number of registered guests per room.
  - Registered guests are limited to immediate family members or primary care-givers of the patient.
  - All registered guests and visitors must:
    - Check in at the office
    - Wear the appropriate wristband
    - Sign in
10. Callers who ask for a registered guest by name will be transferred to that guest's phone extension. Visitors who come to see a registered guest must be met in the lobby.
11. Children under the age of 15 must be supervised by a parent or guardian at all times.
12. People exposed to or having contagious illnesses may be required to vacate the House. Guests who have been diagnosed with a contagious illness must notify the office immediately.
13. Guests are required to cooperate fully with the staff in providing information and assistance required to obtain third-party reimbursement, (i.e., Medicaid).
14. Loud or disruptive behavior is not allowed at any time. Quiet hours are from 10:00 PM to 7:00 AM.
15. Appropriate dress must be maintained at all times. Offensive or revealing clothing should not be worn. Guests must be fully clothed (if in pajamas, this includes a robe) with shoes or slippers.
16. RMHC will not be responsible or liable for any loss of or damage to personal property or for any personal injuries, illnesses, or deaths, even in the event of negligence.
17. No animals, except service animals, are allowed on RMHC property.
18. Management of RMHC has the right to make random room checks at their sole discretion.
19. A transportation schedule will be made available in the office and it is your responsibility to check and follow it.

**The mission of the RMHC is to provide a home-away-from-home for families of critically ill children receiving treatment in area hospitals or medical facilities. I understand that I may be asked to vacate my room in the event that the House is full and other families of critically ill children need lodging and my child is not in Intensive Care. Additionally, after 30 days, RMHC reserves the right to review House occupancy, the family's adherence to House rules and policies, and other factors deemed relevant in order to authorize or decline additional nights. Lodging at the Ronald McDonald House is a privilege and not a right. All guests are expected to abide by the rules of the Ronald McDonald House AND to act responsibly and respectfully in all instances, which may or may not be outlined in this document. Failure to do so may result in being required to immediately vacate the House based on the discretion of management.**

*I authorize the RMHC to receive or communicate any information concerning the patient with any medical institution.*

*I have read and understand the guest rules and agree to abide by them.*

*I also agree to be responsible for my family and visitors.*

Do you or any of your guests have an open or pending CPS case? YES NO

Have you or any of your guests been convicted of domestic violence or the subject of a pending domestic violence case? YES NO

Are you or any of your guests a registered sex offender? YES NO

Are you or any of your guests currently in an open or pending court case regarding criminal activity including, but not limited to, alcohol, drugs, or theft? YES NO

Have you or any your guests ever been convicted of any felony or misdemeanor? YES NO

**Any person who declines a background check will be limited to common areas only and designated visitation times (8:00 AM - 8:00 PM).**

**They must check in to the front office, sign in, wear a visitor band and be accompanied by a registered guest at all times.**

I swear that the information provided on this form is true and correct to the best of my knowledge.

I further authorize Ronald McDonald House Charities to produce and make use of any photographs, slides, or any information regarding the patient, my family, and myself for the purpose of publicizing the services and work of the Ronald McDonald House or medical institution, without any compensation to us or retention of any ownership or other rights. \_\_\_\_\_

Guest's Signature: \_\_\_\_\_ Date \_\_\_\_\_

Return Guest's Initial and Date Here: \_\_\_\_\_