

Member & Guest Policies

GUEST ROOMS

Check-in time is 3:00 pm. **Check out** time is 11:00 am.

To avoid a **cancellation fee** of one night room stay plus tax, a reservation must be canceled 48 hours before check in time the day your reservation starts.

All bookings will have an **incidental hold** at check-in is refunded after 3:00 pm on the date of checkout. A final invoice will be emailed after the incidental is released.

Guest rooms accommodate up to 3 guests. Only guests whose names are on the reservation are allowed in the guest rooms. All other guests must be approved by the General Manager and President in writing 48 hours prior to check-in. Any unauthorized guests will not be accommodated. Additional charges may apply.

Our doors are locked from 12 am to 5 am and the access card will not work. We ask that if your plan is to arrive or return to the Club during those hours, please let the front desk know. If you arrive and the door is not answered promptly, the front desk employee maybe on rounds so please call the front desk number (415) 872-7200 and it will forward to the employee's cell.

Our Club is a **non-smoking, non-vaping** environment. A fee of \$1000 will be charged for any infringement.

All pets, with the exception of seeing eye dogs, are not allowed in the Club or guest rooms. A cleaning fee of \$1,000 will be assessed for damage to the guest room.

Damage to the guest room will be charged to the guest.

As a private Club, service fees are including in our base pricing and there is no **tipping**.

DRESS CODE

We ask that ladies be tastefully dressed, and gentlemen wear collared shirts in our Main Dining Room. Jackets for men are encouraged, but not required. Casual and athletic clothing, including jeans, jean jackets, tennis/pickleball wear, and athleisure are permitted throughout the Club except for the Main Dining Room. As a guide we ask Members to refrain from wearing soiled clothing, flip flops outside of fitness or spa areas, exposed undergarments, and clothing with inappropriate language and/or images.

ELECTRONICS POLICY

Cellphones are not to be used in the lobby, dining rooms, bar or wellness facilities. You may use your cellphone in your room and in the staircase area. Please refrain from using **laptop computers** in public rooms of the Club.

If you have any questions about these policies, please do not hesitate to call our front desk at (415) 872-7200 or email frontdesk@metropolitanclubsf.org.

