

# OMNI LOUISVILLE

Dear Valued Guest,

Thank you for choosing to stay with us at the Omni Louisville Hotel! We appreciate having you as our guest and hope you will enjoy your stay with us. Below is useful information in regards to billing, tax exemption, and other useful items.

All information must be emailed to Christine Browning (Accounting Manager) at [christine.browning@omnihotels.com](mailto:christine.browning@omnihotels.com) by **Friday, November 22, 2024**.

TAX EXEMPTIONS - the hotel is in need of the following pieces of information in accordance with Kentucky State laws & regulations

➤ **In-State Exemptions:**

1. Completed Kentucky Tax Exemption Form **OR** "Purchase Exempt" Form ( [Form located here](#) )
2. Redacted photocopy of Government/Organization credit card or check
  - Business name **MUST** match exemption form
  - Cannot be a personal credit card

➤ **Out-of-State Exemptions:**

1. Kentucky "Out of State Purchase Exempt" Form ([Form located here](#)) **OR** "Streamlined Sales and Use Tax Agreement" Form ([Form located here](#))
  - Not to be confused with "Purchase Exempt" Form for In-State use
  - Streamlined Sales and Use Tax Agreement Form is a two sided document. Both sides must to be completed and submitted
2. The visiting state's Tax Exempt Form
3. Redacted photocopy of Government/Organization credit card or check
  - Business name **MUST** match exemption form
  - Cannot be a personal credit card

➤ **Federal Exemptions:**

1. According to the General Services Administration, federal exemptions will apply only to centrally billed accounts
2. Redacted photocopy of the centrally billed account credit card

METHOD OF PAYMENT

- Debit Card Policy - The use of a debit card will initiate, at the time of check-in, an immediate deduction from your bank account for your room rate, inclusive of tax, for all room nights plus \$100 per night for incidentals.
- Credit Card Policy – If using a credit card, it will be authorized for your room rate, inclusive of tax, for all room nights plus \$100 per night for incidentals.
  - If the guest's company is paying for the room and tax of your guestroom, your credit card will still be authorized for \$100 per night for incidentals.
  - If there is no method of payment on file, the guest is responsible for providing payment at check in.
- Upon check-out, any unused funds will be credited back to your account. Based upon the business rules of your bank, it may take 72 hours or longer for your bank to process this back to your account.
- Checks – All checks must be received 10 days prior to arrival date

#### PAYING FOR ANOTHER GUEST'S ROOM

- If you would like to pay for another guest's room, please call 888-444-6664 to complete and submit a card authorization through our secure payment portal. Credit Card authorizations must be received 7-days prior to the guest's arrival date. The hotel reserves the right to deny authorization and/or require additional billing information.

#### EARLY DEPARTURE/LATE CHECK OUT FEE

- We encourage you to confirm your scheduled check out date with the front desk agent on arrival. Should you require an earlier departure date than your reservation was made for, an early departure fee of one night's room and tax will be applied.
- Our check out time is at 11:00 AM. Should you require a late check out (based upon hotel availability) additional fees will apply.

#### HOUSEKEEPING OPT-OUT PROGRAM

- As part of our "Say Goodnight to Hunger" initiative, we do have a Housekeeping "Opt-Out to Help Out" program in which meals are donated to our local food bank for any stayover services that are "Opted Out". Please notify the Front Desk, if you choose to Opt-Out of stayover service or do not want to have any housekeeping service throughout your stay.

#### GOOD NIGHT'S REST POLICY/HOTEL SAFETY

- To ensure the comfort and enjoyment of all our guests, the hotel enforces a Good Night's Rest Policy in our guest rooms. Only registered guests are permitted to enter guest room elevators or guest rooms after 10:30 p.m. All guests must be registered at check-in. If a disturbance is created as a result of a party or noise from a guest room, all guests in the room will be asked to leave the hotel without a refund. These guidelines are in place to ensure every guest enjoys a peaceful and pleasant stay in our hotel.
- Additionally, we do encourage a team effort and expressions of support to friends and family, however for safety and security purposes, we ask that you refrain from posting any names or posters on guest room doors.

At your earliest convenience please submit these materials to Christine Browning. Please do not hesitate to reach out with any questions you may have.

Kind Regards,

Omni Hotels & Resorts | Louisville  
(502) 313-6664