

Stagecoach Weekend Hotel Rules

Registration and Departure

Check-in time: 4:00 PM

Check-out time: 11:00 AM

Guest room keys are programmed to work only for these times. Late Check-out extensions are not granted for this extraordinary event. Please see the front desk for storage and baggage handling if required. Room reservations are non-transferable and exclusive to name initially booked.

Room Rates are based upon Double Occupancy (two adults per room). Occupancy for up to four adults will have extra person charges added.

Credit & Debit Authorization Policy

Each room must have a credit worthy account established. Cash unto itself is not an acceptable form to establish credit at time of registration. Debit cards must be able to support an acceptable security deposit for our room, tax and incidentals. Any amount held on your debit / credit card not otherwise consumed by your stay, will be released by your bank in 3-5 business days thereafter.

Advance Deposit or Pre-Paid rooms MUST also establish credit and meet security deposit requirements.

Riviera Resort & Spa is a Smoke Free Resort

We do not permit smoking in guestrooms, bathrooms, patio/terraces or any of our outlets. Tampering with guestroom or public space smoke detection equipment is a violation of the California Law and you will be subject to arrest and eviction. Violators will be charged \$250.00 for each offense. Smoking is permitted **only** in designated areas.

Guestroom Responsibility

Rooms which have experienced excessive guest behavior be it parties, high occupancy, trashing, carpet stains/damage, smoking or alcoholic mishap (.e.g. vomit, defecation, urination, unusual wear or tear) will be charged an extraordinary cleaning fee no less than \$250.00, plus the cost for any related guest discomfort, sustained property damage to furniture, fixtures and soft goods.

Guest Safety and Security

Hotel Parking lot spaces are reserved for registered hotel guests and are on a first come, first serve basis. For special citywide events like Coachella, Stagecoach, Smooth Jazz, etc., parking spaces are restricted to one car per registered room (not per adult). Each car will be issued a parking pass which must be placed on your inside windshield dashboard – fully visible. Cars without this designation will be towed at owner's expense.

Throwing items over the guestroom balconies or hanging towels from railings is not permitted. No cooking, grilling or partying is allowed on guestroom patios/terraces.

Excessive loud noise of any kind from guestroom is not permitted. After 10:00 PM, said room, is subject to eviction from the property with no refunds. Due to space constraint and risk of guest safety we will not place Roll-a-ways in rooms equipped with sofa beds or double/double bedded rooms.

Special Note

All minors must be properly supervised by an adult.

California Fire & Occupancy Code ~ No more than four adults per a single room.

Pool Decks & Bars

Only registered hotel guests will be permitted access to the pool areas and issued towels. Hotel Wrist bands will be issued and assigned at time of registration. Lost or replacement bands will cost \$20.00 per. Pool Towels are issued at pool deck to registered hotel guests with Wrist Bands. Each guest is provided a maximum of two towels per occurrence. Return two, we'll provide two fresh ones. Towels not returned will be charged \$40.00.

Deck seating is first come first serve. We also have a wide variety of premium seating available for an added fee. For information, please inquire with our Concierge or Pool Deck Manager on Duty. Any seat not occupied for 30 minutes will be considered vacated.

Not Permitted: Open sound speakers, stereo/radios, musical instruments, beverage coolers, portable open bars (beer kegs, cases, six packs etc.), glass or bottles.

Special Note

California legal drinking age is 21 years. If you don't look at least 30, proof of age will be requested. If you are an Adult and found supplying alcohol to minors, you are breaking the law and subject to arrest, fines, jail and eviction from the premise.

Transportation / Venue Parking

The Riviera Resort & Spa has no financial relationship with transportation services to the Coachella venue. Your tickets and transportation are solely your responsibility.

Special Note

The hotel will not permit removal of hotel guestroom items (blankets, towels, pillows, sheets, etc.) for purpose or use at the music venue. A bag pre-check will be conducted before boarding transport vehicles at nearby pick-up zones. Any guest room items found missing on your departure date will be charged to your account.

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As a Tribute Hotel, we celebrate being a renowned independent Resort in the Palm Desert. We're not your average hotel and definitely not a traditional branded product off the store shelf! Join us and have some fun ... be it by the pool, in one of our lounges or just enjoying a wonderful Spa treatment in one of 18 treatment rooms, there's something here for everyone.