



### MTS Family House Guest Guidelines

- Children are the sole responsibility of their parent or guardian. Children under the age of 14 should be under the care & control of a parent or guardian at all times while on premises.
- Dress Code – Guests are expected to dress appropriately for a family environment.
- For the safety of you and your fellow guests, entrances to the MTS Family House are never to be propped open or opened for anyone not in your party.
- Smoking is not permitted inside the MTS Family House or on the patios. The Lofts Apartments has designated smoking areas available outside.
- Guests are responsible for the cleanliness of their apartment (including towels & linens) throughout their entire stay. Weekly Health and Safety checks will be scheduled by MTS Family House Staff.
- Trash Disposal is the responsibility of each guest and must be disposed of in the appropriate trash chute provided near the east entrance on level one of the Lofts Apartments. For items that don't fit down the trash chute please take them to the garage level and dispose of them in the green containers.
- All general maintenance issues encountered by MTS Family House Guests should be reported to the Lofts at the Highlands office by calling 314-647-7100. If issues outside of general maintenance arise, MTS Family House Guests should contact the MTS Family House staff at 314-357-6261.
- Guests are responsible for any damage to furniture or housewares during their stay. A condition and inventory form will be completed at Check-in and Check-out. Damages beyond normal wear will be at the expense of the guest.
- A flat screen TV equipped with a DVD player and HD TV Antenna are provided along with wireless internet. Instructions for usage will be provided at Check-in. If desired, Guests may acquire cable service with a cable provider at their own expense. The desire must be communicated to MTS in writing and written approval from MTS must be received before installation can be arranged.
- Parking is available in designated Loft Apartment parking spaces surrounding the building. Additional parking is also available east of the building in an open lot within very short walking distance to the building. Garage parking is offered based upon availability and may involve an additional fee.
- Access codes and keys must not be copied or shared with unregistered guests.
- The minimum length of stay for the MTS Family House will be ten days unless a special request has been approved. MTS Family House staff will request weekly updates from each guest regarding estimated length of stay during weekly Health and Safety Checks. Once the patient has been approved to return home by the transplant team, Check-out must take place within 48 hours unless a special request has been approved.
- Rent payment is due by 5PM on the first business day of each month. Payments not received by 10am on the 5th business day of each month will assess a \$20 late fee. If payment is not received by the 5th business day at 5pm, the Guest may be asked to vacate the MTS Family House.
- Check-out will be between the hours of 8 a.m. – 11:00 a.m. Please call (314) 357-6261 to arrange check-out. Exceptions MAY be made with advance notice.

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Signature of Guest

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Date

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Signature of Guest

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Date