

## **The Village at Saddlerock Crossing**

### **GOOD NEIGHBOR POLICY**

**July 31, 2024**

The Village at Saddlerock Crossing is a proposed 100-room hotel and 46-unit workforce multi-family community planned for 6.36 acres south of the intersection of State Route 89A and Soldiers Pass Road in Sedona. The purpose of this Good Neighbor Policy is to implement best practices related to noise mitigation, landscape and maintenance, parking, and pet management for the Village at Saddlerock Crossing.

#### **Contact Info**

The Baney Corporation (the "Owner") recognizes the importance of an available contact to address any issues impacting the Saddlerock community. Upon issuance of a Certificate of Occupancy for the development, this Policy will be updated with the name, phone number, and email address of a designated on-site contact person (or persons) for the Saddlerock neighborhood. The Developer shall designate an on-site contact person for both daytime issues during business hours and also for issues after hours. The designated contact(s) will be available to address and respond to neighborhood issues and concerns in a timely manner. A final and updated copy of this Policy with contact information shall be distributed to the Saddlerock neighborhood via U.S. Mail. Saddlerock residents will also be provided an opportunity to opt in to receive the Policy and future updates via email.

#### **Noise Mitigation**

Hotel Rooftop Lounge: Owner shall cease all activity in the rooftop lounge and rooftop pool area no later than 9:00 pm, seven days a week. During operational hours, the following restrictions shall be observed:

- No live music or DJ at any time.
- Pre-recorded music may only be played via the hotel's permanent speaker system (i.e. no portable amplified systems or PA systems) at volume levels compliant with Sedona City Code Chapter 8.25.

Multi-Family Residences: Owner shall incorporate the lease terms outlined in Section 6.4 of the Development Agreement into every apartment lease.

#### **Landscape & Maintenance**

Landscaping shall be maintained by the Owner consistent with the Class A hotel and multi-family residential community which includes regular and consistent maintenance, trimming, replanting, and seasonal cleanup. The property shall be maintained by the Owner in such a fashion as to be compatible in appearance with the other residential properties in the area in quality of materials used in landscaping and in maintenance of such open areas, landscaping and parking areas.

#### **Cut-Through Traffic**

In addition to the signage outlined in Section 6.6 of the Development Agreement, the Owner will notify and advise all commercial drivers (deliveries, shuttle service, contractors, etc.) to avoid using local streets south of the Property to either access or depart from the Property.

## **Parking**

The Developer has incorporated extensive provisions in Development Agreement Section 5 to ensure that there is adequate parking on-site for the Village at Saddlerock Parking and that overflow parking does not impact surrounding property owners. In addition to the commitments identified in Section 5, the Owner will work with the Saddlerock residents and City of Sedona to establish residential permit parking for the Saddlerock neighborhood per Section 10.20.100(B) of the Sedona Land Development Code if overflow parking from the development becomes a consistent problem.

The Owner will provide printed information to hotel guests at check-in expressly forbidding on-street parking in the Saddlerock Homes neighborhood for both registered guests and their visitors. The Owner will also incorporate language into the Hotel employee handbook advising employees not to park in the Saddlerock neighborhood.

## **Pet Management**

The hotel shall incorporate and designate an area on site for pets traveling with hotel guests to relieve themselves. This pet relief area shall include a dog waste station with cleanup bags and a trash receptacle. Upon check-in at the hotel, guests traveling with pets will be provided with a pamphlet that includes the following information:

- Sedona codes and ordinances regarding animal waste cleanup and leashing/restraints.
- Locations of public parks and dog parks.
- Notification that the Saddlerock neighborhood shall not be used by hotel guests for dog walking.
- Cannot leave dogs unattended in hotel rooms.

The Oxford Suites Pet Behavior Guidelines (attached) shall be enforced at the hotel.

## **Complaint Response Policy and Procedure:**

Complaints regarding noise, landscape maintenance, parking, and pet management will be handled by the designated on-site contact person. In the event of a complaint, the following procedures will be implemented:

- Gather contact information of complainant
- Investigate complaint
- Document resolution
- Communicate with interested parties

With respect to noise complaints, the designated contact person will provide an initial response to the complainant within one hour and provide a follow-up report within two hours of the initial complaint.



## Pet Behavior Guidelines



Oxford Suites are delighted to welcome you and your four-legged friend(s)! Our designated pet-friendly rooms are located on the lower floors of our hotels. We allow small to medium sized cats and dogs only. There is a maximum of two pets allowed, per reservation. \_\_\_\_\_ (initials)

### Fee Information:

Our non-refundable pet fee is \$\_\_\_\_ per pet, per day. The fee is not included in your room rate and will be charged daily along with any applicable taxes. A refundable cleaning deposit of \$\_\_\_\_ will be taken on arrival. \_\_\_\_\_ (initials)

Please carefully review our guidelines:

- 🐾 We accept domesticated dogs and cats only, with a limit of two pets per reservation. Aggressive breeds, and/or exotic pets are not permitted.
- 🐾 Emotional Support Animals, comfort animals, companion animals, and other domestic therapy animals are not service animals under Title II and Title III of the ADA and are subject to our pet fee.
- 🐾 For your pet’s safety, please keep it always leashed.
- 🐾 Please walk your pet regularly. We have disposable bags for your use and we ask that the used disposable bags are thrown in the trash cans outside of the hotel. \_\_\_\_\_ (initials)
- 🐾 Please let us know what time would be convenient for housekeeping to service your room. Designated pet rooms require daily service, and your pet should not be in the room during service. \_\_\_\_\_ AM/PM
- 🐾 Pets are not allowed to be left unattended in our guest rooms or suites. If you decide to take advantage of some of our local attractions, please contact a Hospitality Specialist and we will assist you with finding someone to take care of your pet while you are out.
- 🐾 Should your pet need medical attention, please contact a Hospitality Specialist and we will assist you with finding a local vet.
- 🐾 Due to health regulations, animals are not allowed in the dining area or the pool and spa area, with the exception of service dogs.

We do not anticipate your pet(s) to be a problem. However, should your pet cause damage to any portion of our property, you will be held financially responsible for any lost room revenue and damaged goods.

Thank you for choosing Oxford Suites. We hope your stay surpasses your expectations. Upon check-out, please allow a staff member to inspect your room. Thank you for your cooperation and adherence to our *Pet Behavior Guidelines*.

I have read the Oxford Suites *Pet Behavior Guidelines* and agree to all terms and conditions.

\_\_\_\_\_  
Guest Signature

\_\_\_\_\_  
Print Guest’s Name

\_\_\_\_\_  
Date(s) of Stay

\_\_\_\_\_  
Pet(s) Name

\_\_\_\_\_  
Cell phone number

\_\_\_\_\_  
Alternative phone number