EAGLE SUITES HR POLICY

Eagle Suites Collections and Delinquent Guest Account Handling Policy

Formal internal policy governing collections expectations, delinquent account escalation, required documentation, and employee compliance standards.

INTERNAL POLICY Date: 08/27/2026

Audience: All Property Employees, Onsite Managers, Supervisors, and Operations Leadership

Purpose

This policy establishes Eagle Suites expectations for collections activity, delinquent guest account follow-up, and internal handling standards for past-due weekly rent balances. The purpose of this policy is to promote consistent account follow-up, improve collections discipline, support timely communication with guests, and ensure that any escalation is handled through authorized company procedure.

Scope

This policy applies to all Eagle Suites property teams, including onsite managers, assistant managers, front desk staff, maintenance staff involved in guest account support, supervisors, and operations leadership.

Policy Standard

Collections activity is an ongoing operational responsibility. Teams are expected to work proactively with guests so balances are addressed before they become unmanageable. When a guest is paid on a day other than Friday, staff should work toward keeping that guest paid ahead rather than allowing the account to remain a week behind.

Weekly rent is due each Friday by 6:00 PM unless a different written company-approved arrangement is already in place.

Required Weekly Collections Workflow

Thursday

By 12:00 PM, property staff must send payment reminders to weekly guests showing that rent is due Friday and stating the balance owed.

Friday

At 11:00 AM, normal checkout time applies.

For any guest from whom no payment communication has been received, staff should leave a written notice at the room door directing the guest to contact the office as soon as possible regarding rent due.

Guests owing more than one full week are subject to escalation under company procedure. Any room access restriction, lockout, forced move-out, handling of guest property, or similar enforcement step must comply with applicable law, approved company procedure, and written direction from authorized leadership. Any exception to the standard collections escalation process must be approved in writing by the Director of Operations.

When a guest is required to vacate under approved company procedure, property staff must follow company direction regarding timing, documentation, room turnover, and any handling, storage, or release of guest belongings. Staff must not improvise their own process.

Saturday

By 5:00 PM, any guest who still owes a full week and has not communicated an approved payment resolution remains subject to escalation under company procedure. Payment must be made in full, or the guest must have a written approved exception, before room access is restored where a lawful and approved access restriction has been imposed.

Monday

By 9:00 AM, property management must maintain a written explanation and action plan for every guest with an outstanding balance. This explanation or plan must be available for the person conducting the property count or operational review.

Any delinquent account that does not have a documented explanation, approved exception, or action plan must be escalated immediately to operations leadership for direction.

By 5:00 PM, rooms taken out of service through the approved Friday collections process should be turned and made rent-ready unless an exception has been discussed with and approved by the Director of Operations.

Exceptions and Approvals

Any exception to this policy, including delayed enforcement, extended move-out time, alternate payment arrangement, or deviation from the standard collections process, must be approved in writing by the Director of Operations or other authorized company leadership.

Documentation Requirements

Property teams must document guest communication attempts, payment discussions, approved exceptions, escalation decisions, and room turnover status related to delinquent accounts.

Employee Responsibility

All covered employees are responsible for following this policy exactly as written, carrying out only authorized actions, and elevating questions promptly to operations leadership. This policy is mandatory and is not optional.

Policy Violations

Failure to follow this policy, unauthorized deviation from company collections procedure, failure to document required actions, or taking enforcement action without proper authorization may result in disciplinary action, up to and including termination of employment.

Effective Date

This policy is effective immediately and will remain in force unless replaced by a later written Eagle Suites policy.