WAKULUZU: FRIENDS OF THE COLOBUS TRUST

Pest Management Plan: Prescriptions for the management of pest monkeys in Diani Beach hotels

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1.0 Aims of Management Plan

Many hotels on Diani Beach experience issues with monkeys as pests on their premises. Efficient running of the hotels is impeded by theft of food and damage to property; risk of injury to guests can, and has, led to potentially damaging law-suits.

The root cause of monkey pest issues (as with other types of pest issues such as rats and cockroaches) is easy access to food sources.

Diligent implementation of the methods introduced in this plan will minimise your monkey pest issues by dealing with the root cause. As an additional benefit these actions will keep monkeys wild, maintaining the authentic wildlife viewing experience for tourists and in so doing will increase the quality of your product and the value received by the tourist during their stay at your hotel.

Short term aims:

- To remove artificial food sources for monkeys;
- To reduce financial losses and damage of hotel property and improving food hygiene management using humane deterrents to monkeys;
- To provide systems for educating staff and tourists to reduce the monkey / human conflict.

Long term aims:

- To stabilise a smaller population of less habituated monkeys providing quality eco-viewing without harmful interactions to hotel guests and staff;
- To reduce liability of hotels by decreasing the risks of negative interactions between guests and monkeys.

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2.0 Quick Trouble Shooting Guide

Use this reference to help you find the relevant section quickly.

Issue:	Specific Nature of Issue:	See Section:	Page #:
Aggressive / Biting Monkeys		 4.1.1 Guards 4.1.6 Monkey aggression 4.2.1 Educating tourists 4.2.2 Educating staff 4.2.3 Staff Protocols 4.2.4 Waivers 	4 7 8 9 9 9 10
Monkeys in Rubbish Areas	 In public areas In kitchen In rubbish dumps 	4.1.4.1 Rubbish in public areas of hotel4.1.4.2 Kitchen rubbish4.1.4.3 External rubbish sites	5 6 6
Property Damage	 Accommodation (including mini bars, room service dishes, guests' personal effects Hotel property in general (including furniture, table condiments, vegetation, Christmas decorations) 	4.1.2 Accommodation4.1.3 Avoiding damage to property	4 5
Food Damage	 Including buffet meals, a la carte food, food served in lounge and pool areas, food in kitchen 	4.1.5 Food	6
Monkeys Taking Food Given to Pet Animals	Including cats, peacocks etc.	4.1.5.6 Feeding pet animals	7
Monkeys Drinking from Garden Hoses		4.2.3.1 Monkeys in hotel	9
Monkeys in Staff Quarters		4.2.3.2 Rubbish	10
Hotel being Sued for Injury to Tourist from Biting Monkey		5.0 Occasions to Call Colobus Trust	10
Untrained Staff to Address Pest Monkey Issues		5.0 Occasions to Call Colobus Trust	10
Staff or guests observe injured or dead monkey		5.0 Occasions to Call Colobus Trust	10

3.0 Setting Policies for your Company / Hotel

To ensure that the efforts and investment you make in tackling your pest monkeys are effective in the long term, it is important that your organisation sets policies and procedures regarding this issue. It is critical that the senior executive level agrees on and is committed to these policies, and that leadership is shown at all levels of the organisation in addressing the pest monkey issue.

While compiling your pest monkey management policies, consider the following questions:

- What are the losses (in physical, cost and guest relations terms) that your organisation finds acceptable as a result of pest monkey issues?
- Who is the person ultimately accountable and responsible for managing pest monkey issues, and does the organisation as a whole respect that person's role? Can / does that person have sufficient reach to implement the methods across all relevant areas?
- What is your policy on investing in your staff? Will you train and build these prescriptions into your permanent in-house initiation and training programmes for new employees? Will you set up "beginning of season" refresher courses for your staff in order that your pest monkey management remains efficient and effective?
- What actions will you take with those accountable if your pest monkey issues are not reduced? What timeframe and priority are you setting for this task?
- Who will pay for medical costs when a guest or employee is injured due to a monkey encounter if the individual did not comply with management recommendations / policies?
- How does your organisation view Diani as a whole and the pest monkey issues associated with Diani? Do you recognise that managing pest monkey issues makes Diani a better location for tourists overall?
- How will your investment in managing pest monkey problems increase the quality and value of your product? Natural assets (such as the beach, forest, weather, wildlife and birds) are very often undervalued and not recognised formally as assets to be invested in. How will you leverage this?

4.0 Management Prescriptions

4.1 Management of monkey movement and behaviour

4.1.1 Guards

- Guards should be male, in uniform and must carry catapults. Guards must be proactive and react to monkey presence quickly, consistently and effectively. This will provide the greatest level of deterrent to the monkeys.
- Guards must proactively patrol perimeter areas to deter monkeys from entering the hotel at problematic points (i.e. kitchen, eating and sunbathing areas). Other guards should be posted near areas where food is served to stop pest behaviour should monkeys pass the perimeter guard.
- All catering staff must be aware that it is also their duty to deter by approved humane methods any monkey seen in the food preparation, serving, eating and sunbathing areas. See section 4.1.5 and 4.2.3.
- Monkeys that are wild feeding outside food preparation, serving, eating and sunbathing areas should be left undisturbed as they are important for eco-viewing by hotel guests which currently is an undervalued asset of Diani. See section 4.2.3.
- Humane methods of deterring monkeys are: catapults without the use of stones, water pistols, water from garden hose pipes, non-harmful objects used for throwing such as books, small branches, sun cream bottles, shouting or use of small stones thrown by hand. It is <u>not</u> the aim to harm the monkey but to provide a deterrent to stop the approach or otherwise keep the individual or group of individuals away.

4.1.2 Accommodation

- Spring mechanisms on balcony and front doors should be fitted and maintained to ensure that they do not remain open by guests or cleaning staff. Other benefits include reduced fire risk leading to insurance premium reductions.
- *"Keep doors closed"* stickers must be placed on windows and doors. This will also improve efficiency of airconditioning giving reductions in operating costs. See section 4.2.1.
- Room cleaners must be instructed not to leave guest room doors open except for the room they are immediately attending to and to actively drive away monkeys. See section 4.2.2 and 4.2.3.
- In hotels where monkeys regularly gain access to the mini bar facilities, mini bars must be appropriately monkey proofed with a catch or lock. The same applies to cupboards where food stores are kept. A sticker on the refrigerator or cupboard should state, in appropriate languages:

"Please use the latch provided to secure the refrigerator/cupboard as this will keep items safe from monkeys who may enter the room looking for food."

• Staff must remove room service trays in rooms shortly after the meal is served. All room service trays must be served with a card stating, in appropriate languages:

"Please do not leave the tray, dishes or food on the balcony due to aggressive pest monkeys. If you have finished your meal please call room service to clear your dishes."

• To avoid monkeys removing clothing and towels from balconies, provide a drying rack in the bathroom. A sticker should be attached to the drying rack stating in appropriate languages:

"To avoid loss of clothing and towels due to monkeys, please use this drying rack indoors."

4.1.3 Avoiding damage to property

- Use robust fittings. Lights along pathways, signs, rubbish bins must be robust to withstand monkey use. Movable parts should be minimised where possible.
- Spikes or glass embedded along the top of fences and walls provide no deterrence to monkeys. If deterrence is required then security companies can provide electric fencing. Only approved fencing (such as Gallagher Security Power Fence[™]) should be used to avoid animal welfare issues through injury by electrocution. Electric fencing should not only be viewed as a cost of managing primates but also as part of your ongoing improvements in security, very pertinent in view of Kenya's reputation in the West, as being insecure. Wires connected to other electricity source are not acceptable and are in contravention of the Prevention of Cruelty to Animals Act (Rev 1983). See Appendix 1.
- In dining areas where gaps between the makuti roof and the wall provide access to monkeys, chicken wire should be mounted to secure the area.
- Furniture in outdoor public areas and on balconies must be sufficiently robust to withstand monkey use.
- Sugar and other condiments should not be kept on tables but brought during a guest's meal. Condiments
 should be cleared promptly. It is advisable that containers are sufficiently robust in case they are handled by
 monkeys.
- It is inevitable that monkeys will use the vegetation in hotel grounds to move about, feed and play. The ability
 to watch monkeys feeding in indigenous tree species should be regarded as a privilege and an asset to your
 hotel. However they can be boisterous and it is advised, especially if you have ornamental areas, that you plant
 robust indigenous species.
- During the Christmas season, ornamental bulbs appear as fruit to monkeys. Guards must be posted throughout the daylight hours to deter monkeys from damaging items. Where possible, Christmas trees should be placed indoors where accessibility to monkeys is limited.

4.1.4 Rubbish

4.1.4.1 Rubbish in public areas of hotel

- Rubbish bins for guest use need to be appropriately monkey proof. They must have a lid with a catch or be a pedal bin with sufficient distance between pedal and lid so that a monkey cannot operate it.
- Bins must be sufficiently robust so that they cannot be broken, or pushed over, as this will provide a convenient food source.

4.1.4.2 Kitchen rubbish

• Waste from kitchens awaiting removal to external rubbish sites must be stored in monkey proof bins (i.e. a lid with a catch or in a secured garbage room). This is also desirable to maintain proper kitchen hygiene.

4.1.4.3 External rubbish sites

- All external rubbish sites must be completely fenced in. A simple wire cage with a mesh size of maximum half inch will secure an area properly (too small for most monkey hands to pass). This can be constructed with a latched lid or doors. For smaller waste disposal areas, or for wet waste, rubbish bins can be placed inside these cages. Where bins are used inside a cage, it is possible to use a larger mesh size.
- Compost sites must also be completely fenced to prevent feeding and which also stops unsightly rubbish being dispersed by monkeys.
- Staff responsible for removing hotel rubbish must be instructed not to feed monkeys or leave food debris. It is essential that monkeys be driven away from rubbish sites. See section 4.2.2 and 4.2.3.
- Rubbish must be cleared from all areas as frequently as possible. This avoids a build up of food waste and food containers that monkeys learn to utilise as a food source.
- Long term rubbish management should not be done on-site. Rubbish should only be disposed of at Kwale County Council's designated garbage site of Mwabungo. Prima Pests and Bins Ltd. or the Kwale County Council can provide removal services. It is imperative that staff clean up refuse left by the removal service.

4.1.5 Food

4.1.5.1 Buffet meals

- Buffets must be placed in a position well away from entry points to a room so that guarding can be carried out discreetly and effectively. Placing the buffet table against a floor to ceiling wall far from doors and windows will make accessibility more difficult for monkeys.
- A member of staff must be designated to guard the buffet table at all times beginning when food is being laid to the point that the table is cleaned in its entirety.
- Food must be kept covered when guests are not using the buffet. Covers must be sufficiently robust to stop tapering by monkeys. If food can be served from inside a closed unit (refrigerated or warmed as appropriate) this will provide additional protection.

4.1.5.2 A la carte food

- Food must be served immediately and not left in an unsecured waiting area.
- Finished meals and tables must be cleared quickly.

4.1.5.3 Food served in lounge and pool areas

- Meals, drinks and snacks served outside must be cleared away immediately after the guest has finished.
- A guard must actively patrol the periphery of the eating areas to stop monkeys from entering these areas. <u>Carried out effectively, this will reduce the majority of the aggressive monkey behaviour to tourists.</u> See section 4.1.1.

• Waiters must remind guests to beware of monkeys when serving food. An information card can be placed on tables permanently or placed when food is served. See section 4.2.1 and 4.2.2.

"Though monkeys appear gentle, please be advised that they bite if fed. In the event of an aggressive monkey throw a non-harmful object in its direction. To avoid problems, do not feed the monkeys or approach at close range"

4.1.5.4 Kitchen

- Unattended prepared food must be kept under covers that are sufficiently robust to stop monkeys removing them. The lid must have a latch.
- Seal off unneeded kitchen access points where possible in an appropriate monkey proof manner which may include chicken wire (mesh size of half inch will secure an area for most applications).
- Staff must be vigilant of potential monkey entry points.
- HACCP Systems (Hazardous Area Critical Control Point) and guidelines should be implemented.

4.1.5.5 Clearing

• All food must be cleared away immediately and leftovers disposed of in a secure bin.

4.1.5.6 Feeding pet animals

- If there are pet animals being fed on the grounds such as cats or peacocks, their feeding must be carefully monitored. They should be fed in late afternoon and leftovers removed promptly.
- Under no circumstances should monkeys be actively fed for viewing purposes (i.e. feeding platforms, baiting etc.). At a later stage, when the issue of pest monkeys in Diani is under control, this can be reviewed and possibly, organised feeding could be conducted under strict conditions and guidelines.

4.1.6 Monkey aggression

4.1.6.1 Avoiding aggression

- <u>Guests should not, under any circumstance, feed monkeys either directly by hand or by throwing food in their</u>
 <u>direction.</u>
- Staff and guests must be discouraged from approaching monkeys. Five metres should be considered an approximate safe distance. People should actively move away from approaching monkeys.
- Signs must be placed around the hotel stating in appropriate languages:

"In event of an aggressive monkey, a non-harmful object should be thrown at the monkey."

4.1.6.2 Biting monkeys

- In the event of an approach by an aggressive monkey, the bystander should shout loudly and angrily and throw an object at the monkey. It is not the purpose to injure the monkey but to humanely dissuade it from an encounter. See section 4.1.1.
- In the event of a tourist being bitten, medical attention should be sought immediately. See section 4.2.3.

4.2 Management of tourist and staff behaviour

4.2.1 Educating tourists

4.2.1.1 Signs

• Signs must be placed near food areas and accommodation warning tourists of the dangers of feeding monkeys. The sign should stress that monkeys are wild animals and that feeding them risks the health of the monkey and could possibly endanger the tourist. Signs need to be multilingual to suit the guests.

"Though monkeys appear gentle, please be advised that they bite if fed. In the event of an aggressive monkey throw a non-harmful object in its direction. To avoid problems, do not feed the monkeys or approach at close range"

• Signs on menus educating guests that there might be monkeys nearby should state that they must not be fed as feeding can make them aggressive.

"You may see monkeys whilst eating your meal. Please do not feed them because they can become aggressive. If monkeys approach while you are eating, please call the waiter to assist you."

Menus are a useful place to put positive information about monkeys to encourage guests to enjoy watching them. This type of wildlife viewing is currently an undervalued asset in the hotels of Diani. Colobus Trust can provide information on different species and their behaviour for this purpose.

- Signs should be placed in rooms reminding guests not to feed monkeys and <u>why</u> they should not. See section 4.2.2.1.
- Signs in the rooms should remind guests to shut doors and windows to avoid monkeys entering and damaging
 personal items. It is suggested that this type of signage could be produced in the form of a sticker and placed
 on the back of the balcony door and windows where it will be easily seen. It is essential that these signs be
 produced in the appropriate languages for the guests of the hotel.

4.2.1.2 Information from staff

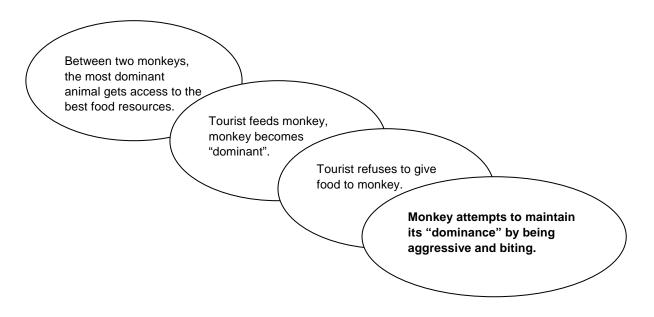
If guests ignore written information and are seen to be feeding a monkey:

- Staff should explain to the guest why they should not feed the monkey. See section 4.2.2 and 4.2.3. "Welcome Host" Customer Care Training should be given to staff in order for them to communicate with guests effectively.
- Guests should be provided with information concerning monkeys on arrival. This could be part of a waiver that tourists sign stating that they will not feed monkeys. This will strive to absolve responsibility from the hotel of legal repercussions in the event that a tourist is bitten or otherwise inconvenienced. See section 4.2.4.

4.2.2 Educating staff

4.2.2.1 Information required by staff

- All staff, whatever their position in the hotel, should attend workshops on how to deal with primate pests. *Ref. "Welcome Host" Customer Care Training* quoted in section 4.2.1. Workshops need to be repeated as refresher courses to ensure all staff have the required information to effectively carry out their job including their duties in primate pest management.
- All staff should understand why feeding monkeys causes aggressive pests.



- Staff should understand what is appropriate behaviour to chase away monkeys when the monkeys are in public areas or where food is prepared and served. See section 4.1.1. Staff should also understand when monkeys must be allowed to remain (i.e. in garden areas or where wild feeding) as eco-viewing of monkeys by guests is an important wildlife interaction for the hotel's publicity.
- To develop staff, training of trainers can be arranged through the Colobus Trust in addition to external training sessions (i.e. "Welcome Host" Customer Care Training).

4.2.3 Staff Protocols

Having received appropriate education all staff must adhere to the following protocols.

4.2.3.1 Monkeys in hotel

• Staff must inform guests not to feed monkeys whenever and wherever they see it happening. They can use the following information to explain to the guests why they should not do so. This should be learned in all appropriate languages.

"Sir/madam, please do not feed the monkey. They will bite you or others after you. Feeding them makes them aggressive and likely to bite."

- Staff should know that they have full support of the management and will only be reprimanded if they are seen <u>not</u> asking guests to stop feeding monkeys. Management should support staff if a complaint is lodged.
- Staff should know when, how and from where to chase away monkeys. All staff should be prepared to do this. See section 4.2.2.
- Staff should not leave taps in garden areas running or dripping as this proves a water source that will attract monkeys. When watering of plants is necessary, a guard should be posted to deter monkeys from drinking.

4.2.3.2 Rubbish

- Staff should never feed monkeys themselves or consciously allow monkeys to eat leftovers or rubbish.
- Staff should follow the same protocols in the hotel staff quarters as in the main hotel (no feeding, no rubbish).
- Hotel management should instigate proper rubbish handling measures in staff quarters with enforcement procedures. Rubbish in staff quarters will lure monkeys to the hotel area and consequently increase pest occurrences in both the staff quarters and the hotel. *See Appendix 1*.

4.2.3.3 Tourist injury

• In the event of a guest being bitten, staff should immediately arrange for medical attention. Clean the wound with water and an antiseptic immediately. Tetanus is a major concern in the event of a biting. A doctor should administer a tetanus injection if the person's vaccination is not up to date. A series of rabies vaccinations should also be given. A medical practitioner will advise on other appropriate procedures required.

4.2.4 Waivers

- Guests should sign a waiver at check-in stating that they agree not to feed any monkeys on the hotel property, and that should they do so, they bear the consequences. This attempts to absolve the hotel from responsibility if any guest is injured as a result of feeding a monkey. See *Appendix 2* for a suggested waiver format.
- Hotels following this management plan may seek appropriate documentation on the hotels actions from the Colobus Trust in the event of any legal action resulting from pest monkey.

5.0 Occasions to call the Colobus Trust

Following this management plan will minimise pest monkey issues in hotels, however, there are occasions when the Colobus Trust should be called:

- Staff training;
- When a single monkey is a persistent problem despite use of the management measures outlined above;
- Monitoring if the pest problems are not decreasing despite management measures being implemented;
- Injured or ill monkeys observed in or near hotel;
- If people are bitten in the hotel. The Colobus Trust can help assess and document the incidence of biting.

Please note that for all complaints on pest monkeys, the Colobus Trust will conduct observational sessions to determine the exact nature and extent of the problem. Where possible, implementation of mitigating actions will be required with subsequent monitoring PRIOR to any invasive action being taken.



Appendix 1. Laws of Kenya

The following are the Kenyan laws relevant to pest monkey management.

The Prevention of Cruelty to Animals Act Revision Edition 1983 (1963)

Section 3 A person shall be guilty of an offence of cruelty if he-

- a) Cruelly beats, kicks, ill-treats, over-rides, over-drives, over-loads, tortures, infuriates or terrifies an animal;
- e) Confines or impounds an animal in a manner which causes unnecessary suffering or stress.

5 b) A person who knowingly puts or places, or causes or procures any person to put or place, or knowingly is party to the putting or placing in or upon any land or building any poison, or any fluid or edible matter (not being sown seed or grain) which has been rendered poisonous, shall be guilty of an offence and liable to a fine not exceeding TEN THOUSAND shillings.

6 (1) A person who, for the purposes of capturing or killing an animal-

a) Uses, or causes or procures to be used, a net, snare, trap or other device so designed as to cause *unnecessary suffering* to an animal captured or killed there-by shall be guilty of an offence and liable to a fine not exceeding FIVE THOUSAND shillings.

Wildlife (Conservation and Management) Act

Section 34 No person shall-

- a) sell, buy, use or have in his possession any gin or similar trap having jaw length of four inches or more, or any snare or similar contrivance made of wire;
- b) for the purpose of or in connexion with hunting or assisting in hunting any animal, cause any fire or surround any animal with fire or make, use or have in his possession any of the following things-
 - any firearm capable of firing more than one missile as a result of one pressure of the trigger or of reloading itself without further action by the operator;
 - ii) any explosive, other than the propellant charge in firearms cartridges, or any missile containing explosive;
 - iii) any fixed stake or similar sharp instrument;
 - iv) any set gun, pitfall, game-pit, trench or similar excavation;
 - v) any net fence or enclosure;
 - vi) any gin, trap, snare or similar device other than that mentioned in paragraph a);
 - vii) any poison or like injurious substance, or any poisoned weapon;
 - viii) any other means or method of hunting which may be prescribed as unlawful

Section 48

2) No person shall keep in captivity any live protected animal, game animal or game bird except in accordance with a permit issued by a licensing officer in that behalf.

Please note that in addition to the national laws, Kenya is also a signatory to a number of key international conservation conventions. Of particular relevance here are Kenya's international commitment to CITES (Convention on International Trade in Endangered Species of Wild Flora and Fauna), the Convention for Biological Diversity, the Convention on Migratory Species, the Convention to Combat Desertification, and the Framework Convention on Climate Change. At the national level, Kenya has shown its commitment to wildlife and wild land conservation and preservation.

Also of particular note here is that **all monkeys globally** are protected on either Appendix 1 or 2 of the Convention on International Trade in Endangered Species of Wild Flora and Fauna. These appendices are lists of species with different levels of protection from over-exploitation and are endangered or are likely to become threatened if uncontrolled trade ensues.



Relevant Laws to Disposal of Rubbish

The Public Health Act

CAP. 242

Part IX - Sanitation and Housing

115. No person shall cause a nuisance or shall suffer to exist on any land or premises owned or occupied by him or of which he is in charge any nuisance or other condition liable to be injurious or dangerous to health.

Specifically 118 p) any area of land kept or permitted to remain in such a state as to be offensive, or liable to cause any infectious communicable or preventive disease or injury or danger to health



Guest Liability Agreement

To be signed and accepted by all guests. Please note that this waiver should be reviewed and adapted by your legal department.

Background:

Welcome to Hotel. We are very fortunate to have four species of monkey in Diani; vervets, sykes, baboons and the rare colobus. You may see all or some of these species during your stay. These are wild animals and we strongly discourage guests from feeding or approaching the monkeys. Feeding monkeys leads them to view humans as a food source and may cause them to become aggressive and bite. We therefore request that you do not feed any monkey or approach them in order that your stay with us is enjoyable and safe.

Agreement:

I, , have read the above information and accept all liability for failing to abide by the advice given. I understand that by feeding or approaching monkeys, I will be breaking the terms of this agreement. I also understand that if I do not abide by these terms, the hotel can take no responsibility for any consequences that ensue.

I have read the above and agree to the terms and conditions.

Signed:

Date:

Room number:





NOTES