



Ronald McDonald
House Charities
Jacksonville

Guest Agreement

Welcome to Ronald McDonald House of Jacksonville.

Our House is your home. It is our goal that your stay is safe, stress free and comfortable.

GUEST ROOM

- House staff does not provide daily housekeeping. This includes changing linens and towels.
- Laundry rooms are available on each floor. You are responsible for laundering your sheets and towels during your stay.
- Do not wash comforters and blankets. Ask for new ones if they become soiled.
- Cleaning products are located in the bathroom closet or storage shelf. Vacuums are located in the laundry rooms.
- RMH of Jacksonville staff may conduct room maintenance checks. Advance notice will be given.
- Rooms are to be used daily. If you need to be gone over 24 hours, please speak to a Family Services staff.

SAFETY OF CHILDREN

- An adult family member, 18 years or older, must supervise your child/children at all times.
- Patients may never be left alone or with another family while you are away from the House.
- RMH of Jacksonville does not provide childcare.

COLDS, FLU OR VIRAL INFECTIONS

- Many children have compromised immune systems. If you or any member of your family have been exposed to or shows symptoms of any contagious illness such as a cold, flu, chicken pox, rotavirus, etc., please report it immediately to Family Services staff.
- You and your family will be asked to relocate until a doctor's note has been obtained stating symptoms have cleared.

FOOD AND BEVERAGES

- All food and beverages, except bottled water, should remain in the designated areas: Family kitchen, dining room, screen porch and courtyard.

CUT FLOWERS AND LIVE PLANTS

- Cut flowers and live plants may be harmful to children with compromised immune systems and should be kept on the screen porch or outside.

WEAPONS, DRUGS AND ALCOHOL

- The possession or use of any weapons or illegal drugs is strictly prohibited.
- Possession and use of alcohol is not permitted anywhere on the RMH Property.
- To help ensure the safety of all in the House, BB guns are not allowed on RMH Property.

HOUSE CONDUCT

- Display of aggressive and/or violent behavior, physical and/or verbal, is unacceptable.



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SMOKING AND TOBACCO PRODUCTS

- We are a smoke-free campus.
- The following are not allowed on our property: cigarettes, e-cigarettes, vapes, hookahs, cigars and use of smokeless tobacco products including chewing tobacco and snuff.

DRONE POLICY

- In consideration of the privacy of other families, the use of drones is not allowed on RMH property.

SUGGESTED DONATION

- RMHJAX requests that each family contributes their stay. There is a suggested donation of \$20 per night.

LIABILITY RELEASE

I have read the Guest Agreement, provided and/or read it to my family, and understand that I and my family must comply with the policies outlined therein in order to stay at the Ronald McDonald House of Jacksonville (the "House"). I understand the failure to comply with any policy can result in my and/or my family being asked to leave the House. I agree to be responsible for my family and for their compliance with these policies.

I understand that my family and I enter the House at our own risk. I, on behalf of myself and my family, hereby release and hold harmless Ronald McDonald House Charities of Jacksonville, Inc. and its respective employees, officers, directors, volunteers, and representatives from any alleged loss, injury, damage, claim, lawsuit, and/or cost arising from or related to my and/or my family's use of the House and its facilities, including but not limited to visitations and overnight stays. The release herein applies to any alleged intentional act or failure to act, negligence (including but not limited to comparative, contributory, or sole negligence), and/or vicarious liability alleged to have caused me or my family injury, damage, or property loss.

Guest Signature _____ Date _____
Staff Signature _____ Date _____

Guest Signature _____ Date _____
Staff Signature _____ Date _____

Guest Signature _____ Date _____
Staff Signature _____ Date _____

Guest Signature _____ Date _____
Staff Signature _____ Date _____

Guest Signature _____ Date _____
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