



WELCOME TO THE GOLDEN NUGGET LAKE CHARLES

Help Desk:

For any assistance during your stay regarding housekeeping, maintenance, and front desk, text [\(337\) 508-6411](tel:3375086411)

Housekeeping:

The hotel provides limited daily service by replacing used towels and amenities and empty trash only. Full housekeeping service is provided **upon request** at check-in or by texting [\(337\) 508-6411](tel:3375086411) by 3pm during your stay. We do ask rooms to be vacated during the service time.

We are a smoke free hotel:

- No smoking / vaping of any kind is allowed in the hotel guest rooms, hallways, promenade, and restaurants. **Smoking in guest rooms will result in a \$500 fine.**
- Smoking tobacco cigarettes and cigars are only allowed in the casino and designated outdoor areas

Pet Guidelines:

We have a limited number of rooms available that will accommodate pets. Reservations for a pet friendly room must be made in advance of your check-in date. Pet friendly rooms are limited to dog companions only. There is a limit of one dog, small to medium size, between 2 and 30 lbs. Service animals are allowed.

- All pets must be registered with the front desk at time of check-in. The front desk will issue a collar that the pet must wear for the duration of their stay. This will help our team identify that the pet is registered.

Additional Guidelines:

- Our rooms have a maximum occupancy of two (2) for a king and four (4) for rooms with two beds. Large parties are not allowed in the rooms.
- Inappropriate behavior including the use of foul language, public intoxication will not be tolerated.
- Strict dress code is always enforced in public areas including the pool, promenade, and venue outlets.
- Proper swimwear must be worn in the pool area; cutoff shorts, undergarments, jeans, or pants are not allowed. Upon entering the lobby area, shoes, shirts, or cover-ups are required.
- No outside food and beverage are permitted on our premises. The resort offers many dining outlets equipped to satisfy your needs.

- Ice chests are not permitted except for safe keeping of dietary and medical needs.
- To check-in and occupy a guest room, at least one person must be twenty-one (21) years of age or older. No more than four (4) adults may occupy a guest room.
- Guest rooms are equipped with safes to store valuables. Hotel is not liable for items left in the room.
- In-Room dining service is only available on weekends. Please visit our website for current hours of operation.
- Guest will need to present a valid ID upon entering the pool area. A valid ID is also required in all outlets, retail shops, and pool when making purchases and completing room charges.