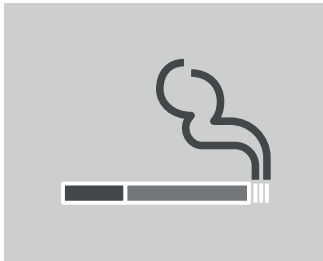


## Steps for Receiving and Responding to Smoking Alerts



### Guest smokes

FreshAir devices monitor your rooms and immediately detect smoking. **Smoking alerts are caused only by tobacco and marijuana smoking.** FreshAir devices are **not fooled** by candles, incense, burned food, showers, or other typical excuses from smokers.

### Hotel receives alert

Smoking alerts are sent via **email, desktop, or mobile push notification** to front desk and/or other alert responders on property. Smoking Alerts include room number and timestamped reports of the incident. **Alerts are typically sent 10 to 20 minutes following the start of a smoking event.**



### Hotel responds and inspects

Clients often inspect the room immediately after receiving a Smoking Alert. Best practices have shown that **prompt inspection and guest interaction can prevent more smoking and eliminate confrontation with guests at checkout.** Staff can also log observations in the online smoking report.

### Hotel charges guest

**Confidently charge the smoking fee and enforce your no-smoking policy with scientific proof of smoking.** Many hotel clients charge a cleaning fee of \$500 or more for smoking. Higher cleaning fees which can be collected with certainty provide a stronger deterrent to smoking.

