Linen Standards and Process

Maintaining a premium and consistent guest experience starts with high-quality linens. Below is an overview of StayMarquis' linen standards, replacement policies, and cleaning procedures.

CLEANING & MAINTENANCE

- All properties must use plain white linens.
- StayMarquis keeps these linens in stock and can provide them for purchase:
  - StayMarquis linen pricing sheet here.
  - White linens allow for high-temperature washing, stronger detergents, and better stain treatment.
  - This ensures a uniform, hotel-quality guest experience.

REPLACEMENT POLICIES

- StayMarquis Linens:
  - Damaged or stained linens are replaced at no cost.
- Personal Linens:
  - Personal linens will be replaced with StayMarquis linens as needed.
  - No reimbursement will be provided.
  - Personal linens should be stored in your owner's closet.

REQUIRED LINEN & TOWEL INVENTORY

- Each property must maintain:
  - Pillows: 4 per bed
  - Pillowcases: 3 per pillow
  - Sheet Sets (fitted + flat): 3 per bed
  - Comforters: 2 per bed
  - Duvet Covers: 3 per bed
  - Mattress Pad: 1 per bed
  - Bath Towels: 4 per max occ.
  - Washcloths: 4 per max occ.
  - Bathmats: 3 per bathroom
  - Hand Towels: 6 per bathroom
  - Makeup Towels: 2 per full bathroom
  - Pool Towels: 2 per max occ.
- If additional linens or towels are needed, StayMarquis will replenish them and invoice accordingly.

LINEN CLEANING & RETURN PROCESS

Linens are laundered professionally off-site and returned during the next scheduled clean.

If linens appear "missing," they are in the cleaning cycle.

If linens are needed sooner, they can be picked up at the laundromat or delivered (runner fee applies).

OUR COMMITMENT

These standards ensure every guest enjoys a comfortable, clean, and elevated stay—while protecting your property.

For any questions, please contact housekeeping@staymarquis.com or your Account Manager.