



Fully Furnished Apartments

A Home Away from Home

Check -in and Check-out Procedures for State Department Guests at Andover House

Welcome State Department Guest(s),

We are looking forward to your upcoming stay with Executive Apartments. Our approved community is called Andover House. We are located in Washington, DC and our address is: 1200 14th Street NW, Washington, DC 20005. Andover House offers an ideal location, with a myriad of shops and restaurants to explore. Below are some important details regarding your stay with Executive Apartments.

Community: Andover House

Address: 1200 14th Street NW, Washington, DC 20005

EAI Contact Information:

- **Toll-Free Phone:** 800-525-0155
- **Emergency After Hours Phone:** 703-418-1334
- **Email:** customersupport@executiveapartmentsusa.com

Check-In:

- **Check-in time:** 4:00 pm. Your reservation will be guaranteed up until 11:00 am the following day.
- **Key Pick-up Info:** Your keys will be available to pick-up at the 24-hour front desk at 1200 14th Street NW Washington, DC 20005. Please notify the front desk representative that you are checking in with Executive Apartments and provide your name.
- **Front Desk Hours: 24/7**, please contact 800-525-0155.

Check-out:

- **Check-out time:** 11:00 am.
- At check-out, please return all issued key/building fobs, garage remotes, and parking hang tags in the provided envelope and return to the front desk. *Any missing items will be assessed a replacement fee.*

Early Check-ins / Late Check-outs: Please contact Executive Apartments by 5:00 pm the day prior to your arrival to request an early check-in or a late check-out. *See Executive Apartments contact information listed above.*

Parking: Please adhere to all parking regulations of **Andover House**. You are authorized to park in non-reserved parking slots in any space marked residential. If you require parking, please notify our office and we will provide one complimentary parking hang tag. When entering Andover House, press the large grey button on the right on the garage remote to open the main exterior gate, press the small grey button the left to open the interior gate, and display the provided parking hang tag on the rear-view mirror of your vehicle at all times. Gates open automatically when exiting the garage. Any vehicle found with improper hang tag on mirror will be subject to towing. **Executive Apartments is not** responsible for any towing fees.

At check-out, please remember to return the garage remote and parking hang tag in the provided check-out envelope. The replacement fee for the electronic door key, parking permit, and garage remote is \$150 each.

Wireless Internet: Each apartment features a wireless internet connection. Log-in instructions will be displayed in each apartment.

For additional information, please refer to the information binder provided in your apartment. This should answer most questions on cable TV instructions, how to handle maintenance issues, amenities offered, and details about the local area.

We strive to ensure you have a great experience with Executive Apartments. If you have any questions, please contact us at: 800-525-0155. You can also email us anytime at: customersupport@executiveapartmentsusa.com