

# 2023 Resort & Reservation Policies for Guests

## Cancellations

### Off Peak Season (May 1st- June 15th & September 5th – October 31<sup>st</sup>)

To guarantee a reservation at one of our Great Blue Resorts, a valid credit card is required at time of booking. Full payment will be automatically charged to the credit card on file, 72 hours prior to your arrival.

Guaranteed reservations at Great Blue Resorts must be cancelled by 4:00 pm, 72 hours prior to arrival date to avoid fees as per the cancellation policy.

### Peak Season (June 16th – September 4th)

To guarantee a reservation at one of our Great Blue Resorts, a non-refundable deposit of \$99.00 is due upon booking as well as a valid credit card. Full payment will be automatically charged to the credit card on file, 30 days prior to your arrival.

Guaranteed reservations at Great Blue Resorts must be cancelled by 4:00 pm, 30 days prior to arrival date to avoid fees as per the cancellation policy.

## Minimum Stays

You can book a one night stay during weekdays (Sunday - Thursday), a two-night minimum during weekends (Friday – Saturday; one-night weekend stays are permitted in off-peak season) and for long weekends, we require a three-night commitment.

**Please note: You cannot check-in or check-out on a Saturday during peak season.**

## Check-In & Check-Out

Check-in is 3:00pm. Keys are to be picked up at the Welcome Centre located on your resort. Please contact our Central Support Office or the resort directly prior to your arrival by phone at 1-877-814-4141 if you will be arriving after hours.

Check-out is 11:00am. Keys are to be returned to the Welcome Centre by those times on your departure day. There is a key box outside the Welcome Centre door for returning keys outside of office hours. There will be a charge of \$100+HST to replace any lost keys.

## Resort Fee

A mandatory fee of \$30 + HST per night is added to your reservation. This is for the use of the resort's amenities including, but not limited to the heated inground pool, multi-sports court, canoes, kayaks and stand-up paddle boards (where available).

## Security Deposit

A \$400 security deposit will be processed on your credit card upon arrival. This amount will be held as a pre-authorization on your credit card, nothing is charged to the card unless there is damage done to the cottage during your stay.

## Permitted Occupants

Each accommodation has a maximum number of permitted guests as indicated on our website. If you arrive with more than the permitted number of guests or have more than the permitted number of guests at the accommodation at any time, we reserve the right to cancel your reservation and the cost of your accommodation rental will be forfeited.

## Pets

Pets are welcome at pet-friendly designated accommodations. For those guests bringing pets, there is a pet fee of \$95+HST per reservation. There is a maximum of two pets per accommodation. Please remember our accommodations are privately owned and we must respect the owner's wishes regarding pets. You must notify us at the time of reservation if you are travelling with pets. If you arrive for check-in with a pet not included on your reservation you run the risk of being denied check-in without a refund. Dogs are always required to be on leash within the resort including the beaches,

trails, roads, etc. Guests are responsible for picking up and disposing of pet waste at all times. Dogs are allowed to swim in areas offshore but are not allowed on the beach.

### Additional Parking

Cottages can accommodate 1 vehicle per booking. We offer our guests who may have more than one vehicle additional parking in a designated parking space for a charge of \$30 + HST per additional vehicle per night.

### Smoking

For your health and enjoyment, all accommodations are non-smoking. A \$350 smoking fine will be charged to your credit card if you smoke inside the accommodation. You may smoke outside the accommodation but are responsible for picking up and disposing of your waste.

### Housekeeping

Housekeeping service is not provided during your stay. Housekeeping is completed after your check-out. If additional housekeeping is required above and beyond the normal time allotted for each accommodation, you will be charged at an hourly rate of \$45+HST for each additional hour of housekeeping required.

### Excessive Wear & Tear

The person making and paying for the rental of accommodation is financially responsible for the cost of repairs arising from any damage beyond normal wear and tear including but not limited to carpet/floor stains, interior wall damage, appliance repairs arising from improper use, window and window covering damage, permanent linen stains, dry cleaning, and any other costs associated with stains, breakage, theft, and any other damage noted on departure incurred, sustained or brought by any person occupying or using the accommodation.

### Noise

Quiet Time is from 11:00pm through 8:00am. If we receive a noise complaint from neighbouring residents or guests arising from excessive noise after 11:00pm or before 8:00am, Great Blue Resorts may at its sole discretion charge you a Noise Fine of \$150 +HST. We have a zero tolerance for any noise disturbances caused by guests.

### Acceptance of Policies

By proceeding with a rental of accommodation provided by Great Blue Resorts in its capacity as a rental agent, you are acknowledging that you have read, understood, and accepted the booking policies, you agree to pay the accommodation costs and associated fees, and you agree to the limitation of Great Blue Resorts' liability.

### Limitation of Liability

Great Blue Resorts acts as a rental agent only in respect to the accommodation provided. As Great Blue Resorts may not be the owner or occupier of the accommodation, Great Blue Resorts will make every effort to ensure that the accommodation is provided as described for the time reserved, or to provide alternate equivalent accommodation. Great Blue Resorts will make every effort to ensure that the accommodation that you have selected is available, although may be subject to change in the event of matters beyond our control including but not limited to loss of the accommodation by fire, flood, a natural disaster, or other damage, changes of ownership, termination of management services, changes in the law, or seizure or other loss of the accommodation property. Beyond a refund of all payments made, Great Blue Resorts assumes no responsibility or liability arising out of the accommodation not being available or suitable. Great Blue Resorts assumes no responsibility or liability for injury, loss or damage arising out of the use or occupation of the accommodation.

Guest Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_