

# RESORT & RESERVATION POLICIES



## CANCELLATIONS

Cancelling your reservation more than 21 days before your arrival, you will receive a full refund less a \$100 administration fee. If you cancel within 21 days of arrival, no refund will be provided.

## CHECK-IN AND CHECK-OUT

Check-in is 3:00pm. Keys are to be picked up at the Welcome Centre located on your resort. Please contact our office 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 11:00am 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 \$25+HST to replace any lost keys. Early Check-in and Late Check-out can be requested but is not guaranteed and may be subject to additional charges.

## ACCOMMODATION AMENITIES

### Included with your cottage

Full size fridge, stove, microwave, coffee maker, toaster, dinette, all cookware, flatware, 4-piece bathroom, pillows and blankets for all beds including pullout couch, TV & DVD player, BBQ (propane included), full size deck, fire pit and picnic table.

## RESORT FEE

A mandatory fee of \$25+HST per night is added to your reservation. This is for the use of the resorts' amenities including the heated salt water pool, multi-sports court, canoes, kayaks and stand up paddle boards (where available).

## WHAT YOU SHOULD BRING

Sheets and pillowcases for all beds including pullout couch, towels for the bathroom, kitchen and beach, paper towel/napkins, dish soap and sponge, toiletries, DVDs for your enjoyment, extra garbage bags and salt & pepper.

## SECURITY DEPOSIT

A \$300 security deposit will be processed on your credit card at check-in. This amount will be held as a pre-authorization on your credit card, nothing is actually 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 \$99+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 refund. Dogs are required to be on leash at all times within the resort including on 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 off shore but are not allowed on the beach.

## SMOKING

For your health and enjoyment, all accommodations are non-smoking. A \$200 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.

## PARKING

Each cottage accommodation has parking for one vehicle. Limited overflow parking is available for one extra vehicle per reservation. You will be charged \$45+HST per day for each additional vehicle.

## RESORT SPEED LIMIT

Be mindful of our speed limits. As we serve many guests and owners with small children and pets, the speed limit is posted and should be obeyed at all times.

## 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.

To avoid additional cleaning fees, please ensure that:

1. Dishes are thoroughly washed, dried and put away.
2. Your garbage is disposed of (each property has an information sheet advising guests where to dispose of their garbage) and your recycling is organized.

## EXCESSIVE WEAR AND 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 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. Please respect the quiet enjoyment of your neighbours!

## SEPTIC

As we are on a private septic system, the following guidelines are to be followed: 1 ply toilet tissue is only to be used. Personal hygiene products, diapers and paper towels will cause damage to the septic system. Any baby wipes, diapers or hygiene products must be disposed of via our waste disposal areas on the resort. Do not dispose of grease, oil or other products in the sinks or toilets on the Resort. Your awareness and assistance will ensure a properly operating septic system and will reduce any septic odours around the resort.

## 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: \_\_\_\_\_