



BOOKING & RESERVATIONS POLICIES

If any of the following policies are not complied with, we reserve the right to immediately evict guests from the property and retain the security deposit. There will be no refund on lost accommodation.

Location:

A valid credit card is needed to guarantee your reservation. A reservation deposit of 30% of the amount of the booking is due upon booking. It will be charged on the credit card gave of the booking. The balance of your invoice is due upon arrival

Check-in starts at 4:00 pm.

Check-out is at 11:30 am.

IMPORTANT: Please note only the person responsible for the reservation which has provided the credit card at time of booking will be able to do the check in for all occupants of the condo. The credit card provided at time of booking will be required as well as a piece of ID with a picture. Any other guests staying with the lead guest WILL NOT be able to access the condo if the lead guest has not checked in first.

Payment Policy:

We accept Visa and MasterCard cards only. Your credit card statement will show charges from Selenia Lodge

Security Deposit:

A safety deposit of \$500 will be required for a one, two and three unit and \$ 1 000 for a unit of more than 3 bedrooms. The deposit will be required upon your arrival.

Rental Age Restriction:

The lead guest must be at least 25 years old and be present during the whole length of stay. Identification is required at the time of check-in. The lead guest is responsible for the security deposit and for every other guest activities taking place in the unit and the common areas of the complex.

Maximum Occupancy:

The number of guests must be confirmed at the time of booking and any change must be approved prior to arrival. In all cases, the number of guests cannot exceed the pre-determined maximum occupancy of the unit.

Parties, noise and nuisance:

Loud music, noisy behavior, disrespectful actions or behaviour towards other renters and neighbors as well as excessive numbers of vehicles will not be tolerated. A \$250 fee plus taxes will apply for each visit of the security guard. Selenia Lodge will evict any guests that do not comply upon the second visit of the security guard. There will be no refund of the security deposit or of any unused portion of the stay.



Furniture:

Under no circumstances should furniture or electronic equipment be moved around. Any damage to floors, walls or the furniture will be charged to the guest.

Pets:

Pets are allowed. A 35\$ extra is requested per pet. It's forbidden to leave the pet alone in the unit.

Smoking:

All our properties are strictly non-smoking. A smoking penalty of \$ 1000 will apply for non-compliance to this policy.

Keys:

A charge of \$50 will apply per key lost or not returned.

Guest responsibility:

The guest is responsible for any damage resulting but not limited to: any missing inventory, long-distance charges, excessive downloading from the Internet, damages to the property, unauthorized presence of pets, lost keys, electronic equipment configuration changes, unreasonable housekeeping conditions, unreasonable annoyances for neighbours (including any complaint resulting from noise or other disturbance) and any rule or regulation infraction related to the property, and any other charges required to return the property to its original state.

The guest authorizes Selenia Lodge to charge to the credit card on file the costs of any damage, incidentals and/or applicable fees resulting from the non-compliance with any policy, even if this charge exceeds the security deposit.

Housekeeping:

All residences are supplied with fresh towels and linen. Coffee, soap, hygienic products and basic cleaning supplies are provided in limited quantities free of charge at the start of your stay. Guests are responsible for any additional supplies needed. Kitchens are fully equipped and are to be maintained by guests.

At the end of stay guests must ensure the unit is in a generally clean condition and garbage is taken out and placed in the designated garbage bins. Any excessive cleaning required will be charged to the guest at a rate of 50 \$/hour plus taxes.

During your stay, additional cleaning services are available and may be purchased for a fee. Please make your housekeeping arrangements by speaking with the front desk staff upon arrival.

Cancellation, change or no-show

**Note: Cancellation travel insurance is highly recommended to cover any unforeseen events.

- Up to 7days prior to arrival date: refundable.
- 7 days prior to arrival date: the deposit is non-refundable.
- If cancellation occurs on the day of arrival or in the event of a 'no show', the first night's fee will be charged including all services booked.



Taxes:

The following taxes apply:

- 5% GST;
- 9.975% PST;
- A lodging tax of 3.5% of the price of all the nights

Limit of Liability:

Selenia Lodge cannot be held responsible for temporary interruptions of the following: electricity, telephone, water, cable service, internet service, hot tub/pool, snow removal or any other unforeseen situation outside of Selenia Lodge

Fireplace:

For ecological reasons and safety purposes, only logs are permitted in the fireplace. A penalty fee of \$500 will apply if other materials are burned in the fireplace. Some logs will be provided per stay from mid-October to mid-May. Additional logs are available for purchase at the front desk. The use of the fireplace is the responsibility of the guest. Fireplaces should not be left without supervision.

BBQ:

All our units have a BBQ that can be used from mid-May to mid-October

Hot tubs:

Our hot tubs are open year-round. Selenia Lodge declines any responsibility hot tub schedule operation.

Parking:

Each property has a minimum of one reserved parking space. An Additional vehicles can park