



www.kickinghorsekabins.ca

1732 Oberg Johnson Road, Golden, BC. V0A 1H1 Tel: +1 (250) 439 1117

## **Booking Terms and Conditions**

### **Confirmation of Booking and Deposit**

A deposit will be required of 25% of the total booking cost, or one night accommodation charge, whichever is the greater. The balance is due on arrival/during your stay with us. Ensure you have adequate insurance cover in case of cancellation (see cancellation policy below).

### **Payment**

A valid credit card is required to secure your reservation.

- Deposit payments can be made by email money transfer at no charge (please contact us for information on this, if required).
- Credit cards are accepted for deposit and departure payments however a 2% credit card administration charge would apply.
- Departure payments can be made by interact/debit card or Cash (Canadian Dollars) at no additional charge.

### **Cancellation Policy**

Deposits are non-refundable. If cancellation is received with less than 28 days' notice, unless an alternative booking is taken, for the same period of the original booking, 100% of the accommodation charge is applicable. Notice of cancellation must be received in writing. Please ensure you have adequate insurance cover in case of cancellation.

### **Minimum Stays**

Unless otherwise stated or agreed upon, a minimum stay would be for 2 nights. Certain holiday weekends or reduced capacity rates (ie, couples or two bedroom rates) may incur a longer minimum stay.

### **Couples Rate & Two Bedroom Rate**

If the booking is under our stated occupancy rates (ie two bedroom/four person rate), there is a restriction in the number bedrooms that are to be used for the stay. All bedrooms will be set for the guest to select which bedroom(s) to use, the remainder should be left untouched for the duration of the stay. If more than the stated rooms and/or its facilities are used, or the guest capacity increases without advanced notification, then the full seasonal rate for the lodge will be charged to the main credit card used to secure the booking.

### **Guest Sleeping Capacity & Rate Information**

The maximum sleeping capacity for the lodge is 8 persons. At no time must there be more than 8 persons in attendance, at any time, in the lodge without prior consent. **Any increase in guest numbers from the original reservation must be made with prior approval.** Should there be unregistered guests **without prior approval in writing, an additional fee of \$50 per day over and above listed rate** will be added to the main credit card used to secure the reservation.

If after a reservation is made the guest capacity reduces, unless a minimum of 24 hours' notice in advance of arrival is given, the original rate agreed will still apply. Reduction in numbers however does not necessarily qualify for a reduction in rates.

If guest capacity reduces to below the seasonal guest minimum, (ie couples rates/two bedroom rates may not be available during peak seasons and some public holidays) the rate agreed upon at time of booking will apply.

A \$300 damage/cleaning deposit will be required for groups of over 6 guests.

### **Force Majeure**

Refunds are not applicable in circumstances such as power outages, highway closures or other events beyond our control. See applicable Cancellation Policy below.

*Kicking Horse Kabins Terms and Conditions are sent with the booking confirmation and displayed in the lodge.*

**Any queries should be made within 48 hours of receipt of the booking confirmation email, otherwise these Terms and Conditions are deemed read and accepted by the guests.**

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### Check In & Check Out Times

Access to the lodge will be after 3pm. Check out is 11am. Any variations to the times without prior arrangement would incur additional charges. Golden is on Mountain Time (the same time zone as Calgary and one hour ahead of Revelstoke and Vancouver)

### Smoking Policy

Please note: The lodge is a non-smoking facility inside the building. Smoking outside is permitted, provided cigarette ends are disposed of cleanly and safely. An excessive cleaning charge may apply if this is not adhered to.

### Pet Policy

Pets are NOT allowed unless by prior arrangement only (small-medium dogs only, at a charge). Well behaved and house trained pets only. Pets are not allowed on the furniture or beds. **We reserve the right to ask guests to leave or find alternative accommodation for their pets (there are kennels local to the lodge) should pets be in attendance without approval or appear to be badly behaved/trained or larger in size than represented at time of booking.** See excessive cleaning costs and damage policy.

Pets will be charged at \$30 per dog per night. A refundable \$300 cleaning/damage deposit is required for pet stays.

### Internet Policy

Internet connection is available free of charge, however via on a satellite feed with monthly download limits, **restricting downloads of heavy data such as films via site such as Netflix.** If data download is over and above a typical stay, internet charges will apply, and will be added to the main credit card used to secure the reservation.

### Damage/Loss of Property/Cleaning Deposits

For groups of six guests or less, with no pets, we do not take a damage/cleaning deposit. However the lodge will be checked thoroughly after departure. If any damage is caused to hot tub, any other equipment or furniture during your stay then a minimum \$500 charge will apply. In the event of unauthorised removal of property, including, but not limited to towels & linens, a minimum \$150 charge will apply. Charges will be made to the main credit card used to secure the booking. This amount will increase should the value of these items exceed this minimum charge. A \$300 deposit is required for groups over six guests or parties with pets.

### Excessive Cleaning costs

We do not charge a cleaning fee, however a minimum of \$100 charge will be made for excessive cleaning that arises from extraordinary cleaning, over and above the standard typical stay. This includes, but is not limited to:

- kitchen should be left cleaned and tidy and all dishes used should be loaded carefully in the dishwasher, and the cycle started, prior to departure;
- BBQ, microwave and oven should be left fully cleaned;
- any smoking effects, drinking or dog deposits cleared away prior to departure.

Excessive cleaning charges, if necessary, would be applied to the credit card used to secure the reservation.

### Taxes

All accommodation and catering pricing do not include GST taxes (5%) unless otherwise stated. 3% hotel and tourism tax as well as 7% PST is not charged by Kicking Horse Kabins.

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