



## Terms and Conditions of Property Rental

You will appreciate that there must be terms and conditions applying to your use of our property. These are set out below.

### 1 Renter's Responsibility

The guest making the booking (the "Guest") is responsible for any loss, damage or breakage caused by the Guest, any member of his/her party or any visitor to the property during the stay. The costs of rectifying any loss or damage may be charged to the credit card held on file. A full inventory is maintained for each property and will be checked after each stay.

The Guest must be over 25 years of age and must be staying in the Lodge for the duration of the booking. All other paying guests must be at least 21 years of age.

The Guest is responsible for paying the full amount of the booking. Split invoicing will not generally be offered.

### 2 Payment

Payment in full is due on check-in. We accept payment by Visa, Mastercard, American Express and cash. Company cheques will only be accepted by prior arrangement.

If payment is made in cash a security deposit of \$500 or a pre-authorised credit card for the same amount is required.

### 3 Contract

A contract will exist when you have provided the information requested on the booking form, provided your credit card details and we have accepted your booking form and sent you a confirmation number.

**Only those named on the booking form may stay in the property or use its facilities.** Any changes to the names or numbers of the renters in the party must be advised to The Lodges at Humber Valley Resort. **Sub-renting of the property or any part (including selling tickets to gain access thereto) is not permitted.**

Maximum occupancy of the property is two people per bedroom.

### 4 Cancellation

Any cancellation or amendment to a booking must be in writing or by email. Cancellations 21 days or less before the arrival date will be charged a cancellation fee of 25% of the value of the booking or 25% of the value of the portion of the booking cancelled.

No shows will be charged the first night's accommodation in full and 25% of the nightly rate for the remaining nights booked.

**Early departures will be liable for the full cost of the stay booked and confirmed. No refunds will be given.**

### 5 Check In, Check out.

Check-in takes place at our office, 1A Lakeside Drive, Humber Valley Resort. Check-in is available from 3.00 pm until 8.00 pm.

Check-in Instructions are sent out with your confirmation email. Arrangements for late check-in are available by prior agreement.

**Check-out time is 10am.** Late check-out may be available by prior arrangement.

## **6 Rules Applying During Use of the Property**

6.1 All properties are privately owned vacation properties. Guests are asked to treat them and their contents with respect. Guests are also asked to avoid any behaviour which would create a disturbance or annoy occupants of adjacent properties.

6.2 **All properties are designated as no smoking properties and smoking is prohibited.** If this is not adhered to we will charge \$400 to cover the cost of deep cleaning the entire lodge.

6.3 We have a zero tolerance policy towards illegal activities. Our standard operating procedures oblige our staff to report any illegal activities to the relevant authorities as a matter of course.

6.4 **THIS IS NOT A PARTY VENUE.** No large or public gatherings are permitted in the property. Small functions and events are only permitted with the prior consent of The Lodges at Humber Valley Resort.

6.5 **ALL OUR PROPERTIES ARE DESIGNATED AS PET FREE VENUES.** No pets are permitted in the property or its vicinity. If we find that animals have been admitted to the chalet we will charge \$400 to cover the cost of deep cleaning the entire lodge.

6.6 The rental charge includes the cost of a normal post-stay clean. If the property is left in a state that requires additional cleaning a special cleaning fee will be charged.

6.7 The Lodges at Humber Valley Resort reserves the right to refuse entry or to require guests to leave the property if these conditions are breached or if inappropriate behaviour is observed.

## **7 Hot Tubs**

Some properties are equipped with hot tubs which will be available at an additional charge. If booked the hot tub will be cleaned prior to your arrival and filled with fresh water and then emptied following your departure

**The Guest accepts full responsibility for the safe and appropriate use of the hot tub**

**The property owners, The Lodges at Humber Valley Resort, our managers, staff and other agents of the owner or The Lodges at Humber Valley Resort do not accept any liability for injury or illness howsoever caused arising as a result of the use of the hot tub.**

## **8 Cleaning**

For rentals of 5 days or longer a mid-stay clean is available on request at an additional charge. Daily service (which will not include replacement of linen) may be available by special arrangement.

## **9 Limitation of Liability**

**The property owner, The Lodges at Humber Valley Resort and their agents and their respective employees will not be liable for any theft or loss of or damage to property (including money, jewellery and valuables) or for injury to or death of the guest or any member of his party or any other person visiting the property howsoever arising whether in the property or elsewhere on the Resort. The property owners, The Lodges at Humber Valley Resort and their agents and their respective employees will not be liable for any loss or delay caused by a condition over which they have no control, nor will they be liable for any loss due to noise or disturbance from anywhere in the vicinity of the property. Excluded events include (without limitation) adverse weather and travel disruption.**

## **10 Problems/Complaints**

The quality of your holiday experience is very important to us. We would love to hear any feed back concerning your experiences, good or bad or your suggestions as to how we can do better. Please send your thoughts to [comments@humbervalleylodges.com](mailto:comments@humbervalleylodges.com).

If during your stay you encounter any problems please notify us on +1 709 637 6725 and we will do our best to address your concerns

**I accept the terms and conditions as set out above.**

\_\_\_\_\_  
Guests's Signature

\_\_\_\_\_  
Date