

## Gondola Heights Policies

Effective: October 7, 2009

Property Policy	Description	Comment
Arrival Days	Access to townhouse is not permitted prior to 4:00 p.m. on arrival date.	Bookings during the
Bike Storage	There is no specific or dedicated bike storage area. However, a bike may be parked at the private deck located at the back of the townhouse.	
Cancellations Made by Guests	Cancellations made more than 45 days prior to the arrival date (30 days prior for summer bookings) will forfeit the first night deposit. Cancellations made within 45 days of arrival (30 days for summer) forfeit the entire rental fees.	
Check-In Time	4:00 p.m.	Early check-ins must be pre-arranged. Please contact us if you will be arriving after 5pm.
Check-Out Time	9:00 a.m.	Fees will apply for all late check-outs. Please contact us if you wish depart after 9:00am.
Complaints Concerning Property	Report all property complaints or obvious damage caused by previous Guests to us immediately, by phone and by email as they become evident. Serious problems should be reported with supporting photographs. We will make our best efforts to rectify problems within 24 hours of notification.	Failure to notify us of property-related problems while in the property and as they become evident, will forfeit any rights or claims against us regarding property condition after your departure.
Delayed Arrivals	No refunds for delayed arrivals regardless of cause.	
Delivery of Instructions and Access Information	Access information will be provide to the primary guest after full payment is made and within 2 days prior to arrival date by email, unless alternate arrangements have been requested by the guest.	
Excessive Cleaning Costs	Reasonable cleaning ... no worries. However, if the townhouse is clearly in need of heavier than expected cleaning, the excess cost will be deducted from the deposit prior to deposit return.	Excessive cleaning charges will accrue at \$30 - 50/hours depending upon season.

Excessive Noise	Strict noise policies are in place. Quiet times within the complex are 10p.m. to 8a.m. Noise complaints by neighbours, if made, must be honoured and resolved immediately.	
Garbage Removal	There is a local garbage disposal area near the townhouse for direct use by the guests, as needed.	
Graduation & Stag/ette Parties	WE DO NOT ACCEPT ANY HIGH SCHOOL/COLLEGE GRADUATION BOOKINGS, REGARDLESS OF AGE.	
Guest Account Termination	The Owner or their Contact reserve the right to request permanent Guest account inactivation from this web sites technical administrators in the event of one or more of the following Guest actions: intentional property policy violation causing material damage or fines, Guest misrepresentation and/or fraud, intentionally defacing or damaging public or private property, breaking laws and bylaws, theft, public indecency, harassment, causing bodily or emotional harm & disturbing the peace after repetitive warnings.	Guests will be notified by email of account termination. Guests may choose to appeal their account termination. Guests may be given the chance to reconcile with the Owner as a condition of preserving or reversing their account status. Account termination prevents the Guest from booking this or any other property that uses the same web site
Housekeeping	Daily housekeeping is not provided. Each unit is equipped with adequate linens, towels, and toiletries for each stay. Each stay includes one full clean at check-out.	Additional housekeeping is available if requested and agreed in advance.
Ineligible Guests & Refusal of Business: 48-Hour Reservation Cancellation	The Owner or their Contact reserves the right to cancel reservations made by, and refuse business to: Guests who do not meet the policies published in this property's Policies Table at the time of booking and past Guests known to have : intentionally violated rental property policies, damaged and/or defaced rental properties through intentionally destructive and/or negligent behavior, engaged in theft, broken local bylaws and laws, committed fraud or who misrepresented themselves, and Guests who have caused bodily or emotional harm to any third parties. Reservations may be cancelled up to a maximum of 48 hours from the time the ineligible Guest made the booking.	Guests will be issued a refund by personal cheque. Refunds will be adjusted for any payment processing expenses
Internet Availability & Usage	Must provide your laptop computer to access	

Late Reservation Payments	There is no guarantee of reserved dates remaining reserved for the guest if payments are not received on or before the states dates on the guest reservation. A guest may choose to reset dates if date remains open; otherwise, alternate open dates may be selected within the same rental fee level.	
Liability	The guest is responsible for all personal items brought into the townhouse. The owners are only responsible for the building and general contents as provided to the guest at arrival.	
Long Term Stays	No long-term stays are permitted without direct permission by us.	
Maintenance Emergencies	It is the guest responsibility to contact the local emergency contact person as soon as the emergency has been identified.	
Maximum Sleeping Capacity	11 persons maximum ... no exceptions	
Minimum Age Requirement	In order to book, guests must be at least 25 years of age. For small groups, the cardholder and the majority of the group must be over the age of 25 (not applicable to families with children). The card holder must be one of the guests.	
Missing Items	There is an inventory list of the townhouse contents in the Guest Book. It is the responsibility of the guest to review and ensure its contents, as appropriate. Should there be anything on the list missing or damaged; call 604-889-0496 immediately.	
My Web Site Guarantee	The information, including descriptions, terms, and general guest expectations, located within this web-site is accurate to the best knowledge of the owners.	
Noise Restrictions	The quiet time in the townhouse complex is 10p.m. to 8a.m. and is strictly enforced. Should a neighbour approach you with a concern regarding noise, this concern must be honoured and remedied immediately. No exceptions.	
Parking	Parking pass must be displayed on vehicle dashboard to avoid towing. Vehicle must be parking in complex parking area only.	One Parking Pass will be inside entrance of Townhouse for immediate use upon arrival. An additional parking pass is available upon request. Replacement fee is \$250 if not returned.

Pets Not Permitted	A minimum \$500 surcharge will apply if evidence of pets in the townhouse is found.	
Privacy	The Owner, their booking Contact and this web sites technical administrators agree to not sell, refer, rent or divulge to any third parties the names or personal information of their Guests without prior written consent from the Guests, except under force of law, or for law enforcement purposes relating to policy and property violation. The Owner and their booking Contact also agree to not use Guest personal information for any reason other than its original intended purpose without written consent from the Guests.	Guests agree to not sell, refer, rent or divulge to any third parties the names or personal information of the Owner or their booking Contact without prior written consent from the Owner and/or Contact, except under force of law or for law enforcement purposes. Guests also agree to not use Owner or Contact personal information for any reason other than its original intended purpose without written consent from the Owners and their Contact.
Property Damage	After use, and during cleaning, identified damage to property will be deducted from damage deposit before deposit return.	
Rental Accommodation Zoning	Our townhouse is in a nightly/weekly rental area. Further, full-time residents live in complex.	
Ski & Snowboard Gear Storage	Storage areas are located directly within our townhouse.	
Smoking	No smoking permitted. A minimum \$500 fine will apply if evidence of smoking in the townhouse is found.	
Snow Guarantee	There is no guarantee of weather conditions. No refunds are made regardless of snow conditions.	
Terms of Eviction	Guests may be subject to immediate eviction violation of any the policies stated within this website. If an eviction is determined as being the appropriate action, there will be no refund.	