



## St. Andrews By The Lake – Accommodation Policies

### Terms & Conditions

Please read our Terms and Conditions carefully prior to making any booking via this site. By making a booking via this site or through the office, you confirm you accept these Terms and Conditions. Change of guest name of any reservation is not allowed unless there are any special circumstances deemed acceptable by our booking team. St. Andrews has the right to reject any guest from checking in if the guest's name is different from the name as stated on the reservation. We reserve the right to cancel or modify the reservation you made at our sole discretion without notice if it appears that any reservation has been made in breach of the above terms or involve any abuse of the reservation service.

**Taxes** of 5% GST and 8% B.C. hotel tax are added to rates.

**Parking** is on-site and is free.

**COVID-19** - we will not accept anyone with COVID-19 or recovering from COVID-19. Only two people who are in the same social circle may stay in one room. Cleaning will be provided according to COVID-19 standards, but housekeeping staff will **not** enter your room during your stay. No hair dryer will be provided in room, so you may wish to bring your own. A hair dryer is available in the Hospitality Room.

**Outdoor Pool** - the outdoor pool is available for guest use on a seasonal basis (late June through the September long weekend) but due to COVID-19 no more than 10 people may be within the enclosure at any one time. No toys or floats. Do not bring any chairs into the enclosure. Please follow all posted rules and procedures.

**Check-in is from 3 – 5 PM.** If you plan to arrive later than 5 PM, please contact us by email at [rooms@standrewsbythelake.com](mailto:rooms@standrewsbythelake.com) or call the administration office at (250) 497-5648 ext 5. Note that the administration office is only open during business hours (Monday to Friday 9 - 4). You may also call the Pro Shop at (250) 497-5648 ext 2 which is open seven days a week (8 - 6 in July & August and 8 - 5 September & October).

**Check-out is by 10 AM.**

**Late check-out** – please ask staff if you can check out late (until 11 AM); this is dependent on availability. After 11 AM, you will be required to pay \$20 per hour to a maximum of 2 hours (1 PM). If your late check out exceeds these 2 hours, you will be required to pay another night's accommodation.

**Multiple room bookings** - if you have booked more than one room, you are responsible for informing all guests of our policies and procedures, rates, terms and conditions. You are also responsible for payment of all reserved rooms.

**Children** - Accommodations are meant for two adults or an adult and a child. There are no cribs or cots available. The Suite can accommodate up to four (with an Aerobed).

**Pets** - no pet are allowed; however, we will accept registered service dogs. A certificate with handler's name, dog's name, registration # and expiry date, must be provided upon check-in. A fee of \$25 will apply for a 1-night stay and \$5 for each additional day.

**Payment** - full payment of your entire stay is automatically assessed early on your day of arrival.

**Rooms keys** - if you lose or walk away with the room keys, you will be charged \$10.

**Changes** - date changes are subject to room availability and rate differences may apply. If you have more than one night booked and leave part-way through your stay, the 24-hour cancellation policy applies.

**Cancellations** – if you booked via our website or with staff, please send an email to [rooms@standrewsbythelake.com](mailto:rooms@standrewsbythelake.com) or call the office; otherwise cancel via the booking agent you used. A booking can be canceled without charge if notice is given to St. Andrews By The Lake 24 hours prior to arrival day before 12:00 hours (Noon) Pacific Time. Example: If you arrive on a Friday, a cancellation free of charge is possible before Thursday at noon. Please note that the fees paid to your booking agent are not refundable (this money goes directly to these agents). If there are circumstances beyond your control, we will review on a case by case basis and if we choose to refund your night's stay, there will be a \$25 administrative fee.

**No Show** - if you fail to arrive for your stay or stay a partial night, you will be charged for the first night of your stay.

**Smoking** - the Clubhouse/Lodge is 100% smoke-free. Smoking is not permitted in any part of the Lodge or the patio or the upper deck. No smoking is allowed within 6 metres of any building, door or window. Should it be brought to our attention that smoking has taken place, a cleaning fee of \$200 will be assessed. Guests will be asked to leave the premises immediately. A refund will not be issued.

**Use of BBQ** - guests may use the communal BBQ during their stay but due to COVID-19 must bring their own BBQ tools, and disposable containers, dishes and utensils. Please follow all posted instructions. You may not do any washing up of utensils or dishes in your room. If the BBQ or rules are not followed or are abused, you will be charged \$100 for a cleaning fee or \$400 for replacement of the BBQ. Suite guests have a separate BBQ.

**Conduct** - customers are required to conduct themselves in a reasonable and responsible manner and must not act in any way which may disturb other guests. Failure to adhere to this requirement may result in customers being asked to leave the resort, in which event all additional charges shall become immediately payable by the customer(s). Any guest(s) who, in the opinion of our staff, compromise the comfort, safety or security of other guests, staff or local residents will be asked to leave the resort premises. Guests are expected to respect other guests as well as staff and property. The customer will be responsible for any loss or damage the customer has caused.

**Quiet Hours** - please respect our quiet hours from 10 PM to 7 AM.

**Personal Property** - it is a guest's responsibility to ensure that personal belongings are secure at all times. St. Andrews By The Lake accepts no liability for the loss, theft, or damage to guests' property, however sustained or caused. Please keep your vehicle doors locked at all times. If you bring bicycles, please ensure they are secured to your vehicle; they may also be secured to a post under the deck.

**Ownership** St. Andrews By The Lake is privately owned by The Owners, Strata KAS-180.