



St. Andrews By The Lake – Accommodation 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.

General Terms & 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.

No Smoking - the Clubhouse/Lodge is 100% smoke-free. Smoking is not permitted in the rooms, any part of the Lodge, the patio or the upper deck. No smoking is allowed within 6 metres (20 feet) of any building, door or window. Should it be brought to our attention that smoking has taken place in your room, a cleaning fee of \$200 will be assessed. Guests will be asked to leave the premises immediately. A refund will not be issued.

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.

Check-in and Check-out

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 or call the administration office at (250) 497-5648 ext 5 or 6 to ensure you have received your room and code information (which is sent via email). Note that the administration office is only open during business hours (Monday to Friday 9 – 4, except holidays). You may also call the Pro Shop at (250) 497-5648 ext 2 which is open seven days a week (8 - 5).

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.

Booking & Cancellation

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 or call the office; otherwise cancel via the booking agent you used. If you booked with Booking.com, please ensure you cancel on their site. A booking can be canceled without charge if notice is given to St. Andrews By The Lake 24 hours prior to arrival day before 1:00 PM Pacific Time. Example: If you arrive on a Friday, a cancellation free of charge is possible before Thursday at 1 PM. 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.

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.

Occupancy

Maximum occupancy per room - due to the size of the rooms, accommodations are normally meant for two persons. There is ONE queen bed per room. There are now single airbeds available (76" long x 42" wide x 20" deep) which can be booked for \$35/airbed/night. The Suite has a King bed and normally accommodates two; a Queen-size Aerobed is available for \$35/airbed/night. Please ask for the air beds so we can set them up for you.

Pets - no pet are allowed; however, we will accept registered service dogs with proper documentation. 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. If we discover that you have brought your pet without permission, you will be charged a \$50 cleaning fee.

Payment

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

Payment - full payment of your entire stay is automatically assessed early on your day of arrival using the credit card provided upon booking. If you wish to use a different credit card, please provide the card information at least the day prior to arrival. Please ask for a copy of your account.

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.

Rates – all rates are subject to change.

Amenities

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.

Parking is on-site and is free. Please do not block the fire lane, golf carts or garbage/recycling bins.

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.

Conduct & House Rules

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.

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.

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

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

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