

## Policies

**Maximum occupancy of Bear Paw Lodge is 10 people. Due to insurance reasons we can not exceed this number in any circumstances.**

Policy	Description	Comment
Bike Storage	Available in locked Garage	At owners risk
Cancellations Made by Guests	All payments are non-refundable	If we can replace your booking we will refund your money minus a cancellation fee
Check-In Time	4 pm	Call in advance for early arrivals.
Check-Out Time	10 am	
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	
Delivery of Instructions and Access Information	Your complete check-in package will be sent via email once balance has been paid	
Excessive Cleaning Costs	Guest is responsible for paying excessive cleaning costs stemming from extraordinary cleaning above the standard typical Guest stay.	Cleaning associated with defacing the property, or above the standard fees is considered property damage.
Excessive Noise	No excessive noise please, but we still expect you to have a great time.	Normal conversation and laughing pitch is permitted. Screaming, swearing, yelling, etc are not. Police will be called in the event of excessive disturbance.
Garbage Removal	We have on-site recycling bins.	We encourage recycling (available at tip). NEVER LEAVE GARBAGE OUTSIDE AS IT WILL ATTRACT BEARS.
Graduation & Stag/ette Parties	Not Permitted	
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	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

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.

booking this or any other property that uses the same web site

Housekeeping	Cleaning after departure	
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	Dial-Up	Bring your own laptop
Late Reservation Payments	Late payments will result in cancellation.	
Liability	The Guest doing the booking is responsible and liable for all damages for ensuring that these policies are respected and adhered to.	Guest releases property owners from liability for theft or injury while in transit to the property, in the property, or on resort lands
Locking Door	Normal Yale & Dead Bolt.	Housekeeper has spare keys. All keys must be signed for on arrival & departure. Lost keys could result in charges to change the locks
Maintenance Emergencies	On site Housekeeper	Other phone numbers & contacts will be available at the house
Maximum Sleeping Capacity	10	Unless by prior arrangement.
Minimum Age Requirement	At least one member of party must be over 25	
Missing Items	Guests will assume costs of replacing items that are missing upon the Guest departure	Replacement of broken items such as cups and glasses will be excepted, if notified to housekeeper.
Parking	Large parking area	Heavy snowfall may result in digging out in the mornings.
Pets	Not Permitted	

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	Property damage of common or private property includes; physical damage, excessive cleaning, defacing property,excessive noise, littering, vandalism, theft, miss-treatment, soiling & miss-use	Guest agrees to pay up to \$500 CAD for all private or common property damage caused by the Guest themselves, or a member of their party. Guests may also be evicted.Refunds will not be issued in the event of eviction. Owner reserves the right to request Guest account inactivation.
Property Sale	All rentals will be honored.	
Rental Accommodation Zoning	Rural	Be aware of natural hazzards
Reservation Changes	Reservations can be changed based on our cancellation policies	
Reservation Guarantee	If our property is damaged & we cannot fulfill your reservation, you will be given the option to either cancel your reservation with a 100% refund, or be moved to a comparable property.	Owners will assume additional accommodation-related relocation costs up to \$1000 CAD. If a comparable property is not available, the booking will be cancelled with a full refund.
Resort Information	Rural Setting	Strictly no open fires or naked flames, such as candles.
Ski & Snowboard Gear Storage	Available in locked Garage	At Owners risk
Smoking	Strictly not permitted	Smoking in the house will result in a substancial penalty and will cause eviction to the entire party.
Terms of Eviction	More than one complaint about unsociable behaviour will result in eviction of the entire party.	