



RESORTS POLICY/RESORTS RULES

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Resorts Policy/Resorts Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating Mount Alverno Luxury Resorts. These Resorts Policy/Resorts Rules are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration you are agreeing to abide by all of our Resorts Policy/Resorts Rules, terms and conditions, and procedures. These Resorts Policy/Resorts Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between Mount Alverno Luxury Resorts and the guest. Our Resorts Policy/Resorts Rules may change from time to time, so please check back often.

100%SMOKE-FREE

Mount Alverno Luxury Resorts is 100%Smoke-Free. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odors. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. A Designated Smoking Area is provided outside and away from the building. Marijuana is prohibited at all times.

CANDLE, INCENSE, ESSENTIAL OILS:

Candle, incense, essential oils (diffusing, vaporizing, etc.) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS:

The safety of our guests, staff, and this facility is extremely important to us. Preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of \$300.00 will be charged for cooking in a room, including, but not limited to hot plates, toaster ovens, water heaters, rice cookers, combustible, open flame, barbecue grill, burners, heating appliance, or any other item intended for cooking. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on hotel property.

GUARANTEED RESERVATIONS:

All reservations must be guaranteed with a valid major credit card. Guests must be 18 years and older. We accept Visa, MasterCard, American Express, and Discover Card. We do not charge your credit card at the time you make your reservations. Your credit card guarantees your reservations. Please make sure to receive a reservation confirmation number when you make a reservation. Reservations must be cancelled Forty-eight (48 hours), hotel time, prior to your arrival date, in order to avoid a one (1) room night, plus tax

cancellation fee. Reservations will be held until 9:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night, plus tax will be charged to your credit card and the balance of your reservations will be cancelled. Mount Alverno Luxury Resorts is not responsible for weather conditions, personal emergencies, or schedule changes.

CHECK-IN TIME: 4:00 p.m.

EARLY CHECK-IN/PRE-REGISTRATION:

Early check-in is offered based on availability.

CHECK-IN REQUIREMENTS:

Guests must be at least 18 years of age to check in at Mount Alverno Luxury Resorts. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (Province driver's license, passport, etc.) at check-in. A valid, signed, and pre-approved credit card in the name of the guest registration is also required. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your credit/debit card. Some banks hold pending authorizations for up to 30 business days.

PRE-AUTHORIZATION AT CHECK-IN:

We require pre-authorized of credit cards/debit cards at check-in. A pre-authorization is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card for the full amount of your intended stay, plus tax. All credit/debit cards are pre-authorized at check-in. Pre-authorization is not a charge to your account, it is a hold on those funds. Once your actual charge is posted at check-out it can take anywhere from 24 hours to 30 days for the original pre-authorization to be removed by your bank. Generally, most banks release the hold within 3-5 days. It is your responsibility to be aware of how your bank handles all of your transactions, including pre-authorizations. We are unable to remove pre-authorizations directly through our hotel.

GUEST REGISTRATION:

We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered. Information regarding your license plate/car description is also gathered at check-in for security.

CHECK-OUT TIME: Room rental period expires at 11:00 a.m. Additional day charge, plus tax may apply for late checkout.

CHECK-OUT PROCEDURE:

Check-out time is 11 a.m. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

EARLY DEPARTURE:

Guests who check out of the hotel after 11:00 a.m. and prior to their scheduled departure date are subject to an early departure fee of one night, plus tax.

SPECIAL REQUESTS:

We will make every effort to honor special requests such as a specific room number, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

MICROWAVE:

No microwave is provided, preparation of food in guest rooms by any type of cooking appliances is

prohibited. No rooms have a microwave unit.

ADA/HANDICAPPED ROOMS

Two ADA compliant guest rooms are available and should be reserved in advanced; please contact the hotel directly (365) 200-2030.

PAYMENT: All reservations and registration must be guaranteed with a valid major credit card. We accept Visa, Master Card, American Express. Pursuant to credit card agreements, credit cards are not valid unless signed by the cardholder. Credit cards must be signed. Cash (CAD) payment is welcomed with a signed and pre-authorized credit card. All guests are required to present a valid major credit card and government issued photo identification even if guests are planning on paying in cash upon check-out. Checks and foreign currency not accepted.

CHECKS AND CHECK CASHING:

We do not accept checks. We do not provide check cashing services.

DEBIT CARD/CREDIT CARD HOLDERS

Your credit card is not valid unless signed. We will refuse an unsigned card. Your Debit or Credit Card will be pre-authorized at check-in for the full amount of your stay. The pre-authorization will HOLD the funds until check-out, at which time the amount actually incurred during your stay will be charged. If you change your method of payment at check-out or change the length of your stay, your bank may not post the changes to your account immediately. Mount Alverno Luxury Resorts has no control over the policies of your bank and will not be held liable for any "insufficient funds" penalties or any other resulting fees or charges. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your debit or credit card. Some banks hold pending authorizations for up to 30 days.

DEPOSITS AND GUARANTEES:

There is no deposit required to make an individual room reservation. However, a major credit card is required at the time of booking to guarantee the room and secure the reservation period.

RESERVATION AND PAYMENT FOR GUESTS BY PRIVATE THIRD PARTIES:

Generally, third party payment is not permitted. In the case of paying for a family member if you will not be physically present at the hotel, we require prior completion and approval of a Credit Card Authorization form including a copy of your driver's license and the front and back of your signed credit card. You will be responsible for any and all damages and loss. We reserve the right to refuse reservation at any time for any reason.

CREDIT CARD AUTHORIZATION BY CORPORATE THIRD-PARTIES:

Please contact Mount Alverno Luxury Resorts reservations department at least 24 hours prior to guest's arrival to request a Credit Card Authorization form. We are open 24 hours, (365) 200-2030. We must receive the information by fax **** and process the approval for your reservations prior to the guest's arrival.

GIFT CERTIFICATES & PREPAID BOOKINGS:

Please contact the hotel directly to purchase or redeem gift certificates (365) 200-2030. Unless the transaction takes place directly at the hotel, Pre-Paid Bookings require a Credit Card Authorization form to be completed and faxed to the hotel ****. This form is available by calling the hotel directly at (365) 200-2030

TAX EXEMPT GUESTS:

Guests with GSA payment cards will be taxed or exempt in accordance to their individual card status. If tax exempt status cannot be verified at check-in you will be charged a lodging tax until verification is made.

RATES:

All rates are quoted in Canadian currency, plus tax. Rates may increase without notice. Rates as advertised on the Mount Alverno Luxury Resorts website or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion. Rates are based on standard room (1-4 occupancy), queen (1-2 occupancy), king (1-2 occupancy), king handicapped (1-2) occupancy, double king bed (1-4), suite (1-2 occupancy), and are subject to availability.

RIGHT TO REFUSE SERVICE: Mount Alverno luxury Resorts is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate Federal or Province laws. Mount Alverno luxury Resorts has a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the Province of Ontario and the owners for the operation and management of the hotel. Mount Alverno luxury Resorts will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by Mount Alverno luxury Resorts for the operation and management of our hotel.

QUIET HOURS: 10:00 p.m. to 9 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls.

VISITORS: No visitors after 10:00 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities including the hot tub, continental breakfast, or Wi-Fi. As a registered guest, you are responsible for your visitor at all times.

CONTINENTAL BREAKFAST:

Contact Front Desk (TBD)

DISCOUNTS:

Contact Front Desk (TBD)

CANCELLATION:

Mount Alverno luxury Resorts is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled forty-eight (48 hours) hotel time, prior to your arrival date, in order to avoid a one (1) night full room cancellation fee. If reservations are cancelled less than 48 hours before the arrival date, your credit card may be charged the full room charge plus taxes. If you are staying more than one (1) night, only the first night and taxes will be charged. If you cancel any reservation, you must obtain and save the cancellation number for your records.

NO SHOW CHARGES:

Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card. You will only be charged the first night, one (1) night's full room rate plus taxes and the balance of the reservation will be cancelled.

GROUP RESERVATIONS:

Large group/Block reservations must be cancelled eight (4) weeks prior to arrival date. Reservations cancelled after that date may be charged one (1) full room charge plus tax for each room reserved and the balance of their reservations cancelled.

HOUSE RULES: Groups, School groups, sports/ski teams, weddings, special events, etc.

Please contact hotel directly for current House Rules (365) 300-2030. Schools, sport/ski teams are directed to also review their specific school or sport organization Code of Conduct.

DO-NOT DISTURB AND ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe hotel experience, we provide daily housekeeping. Our Housekeeping Staff will honor the "IN" door hanger once during a twelve-hour period indicating that the room is occupied. The Housekeeping Staff is required to enter the room at subsequent times to clean the room, check for safety, and verify the condition of the room. Management reserves the right to enter a room with a known status of "IN" for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policy/House Rules. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

CHILDREN: Well behaved children of all ages are welcomed. Children aged 12 and under stay for free when sharing a room with one or more paying adult(s), using existing bedding. As the parents, guardians, or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel property unsupervised.

ADDITIONAL BEDDING:

A limited number of baby cribs are available upon request. Availability is on a first-come, first-served basis for a King room or Suite only. The charge is \$5.00 each, plus tax per night. Maximum capacity of baby crib one (1) per room. Baby cribs are not allowed in a Standard Queen room. For safety, pillows are not provided for cribs.

MAXIMUM OCCUPANCY:

Room occupancy requirements are based on fire code/fire safety restrictions. Standard Room maximum occupancy is 2, King or King Handicapped maximum occupancy is 2, Double King beds occupancy is 4, Suite maximum occupancy is 2. If you exceed the maximum number of guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the hotel.

ROOM KEYS:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily between the hours of 9 a.m.-3 p.m. Housekeeping may start as early as 6

a.m. during hunting season. This is a 100 % NON-SMOKING hotel, including medical marijuana. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odor. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiple nights, bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels daily. If Housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds each day if all personal items are removed. Please contact our Front Desk staff if you have any additional questions or concerns.