

# Guests Stay Policies

Get all the important information you need for planning your stay at **Tremblant Chez Nicolas** here. Details about condo policies including check-in and check-out are below. We'd be happy to answer any queries you have. Call Nicolas directly at **819.230.6425** for more information.

**IMPORTANT:** Tremblant Chez Nicolas is a **private condo rental** located in the **Homewood Suites by Hilton Mont-Tremblant Resort**. Our guests can enjoy a range of complimentary amenities at our condo **EXCEPT** the following services are **ONLY** provided to regular hotel guests:

- **Front Desk Reception Staff is off limits at all times during your stay**
- **If you lose or do not return the parking pass (1) and hotel magnetic key cards (2) you will be deducted \$50.00 each from your security deposit**
- Complimentary daily breakfast
- Complimentary evening dinner (Mon-Thu)
- Complimentary drinks (Mon-Thu)
- Complimentary WiFi throughout the hotel
- Babysitting Service, High Chairs, Playpen
- Laundry/Valet Service
- Safety Deposit Box
- Fax, Meeting Rooms, Photo Copying Service

## Suitability & Eligibility Policies

### Suitable For

<b>Adults - Min Age to Stay: 25</b>	Individual booking the property must be minimum age of 25 and older (proof of age may be requested upon reservation) and responsible for all guests. Minors must be accompanied by a responsible adult.
<b>Non-Smokers Only</b>	Smoking is not permitted
<b>Babies, Kids &amp; Teens</b>	Accompanied by adults only. Condo located in front of Deslauriers music stage - noise may be loud for babies and kids until 11PM.
<b>Long Term Renters (Monthly)</b>	Long-term rentals are welcomed (please contact me directly)
<b>Groups Renting Multiple Properties</b>	2 condo units available side by side

### Not Suitable For

<b>Graduation &amp; Stag/Stagette Parties</b>	Not welcomed
<b>People with Restricted Mobility</b>	Accessible elevators, accessible parking, bathroom doors at least 32 inches wide, bedroom doors at least 32 inches wide (812mm), braille elevator and room numbers, level or ramp entrance into the building
<b>Pets</b>	Service animals and pets not allowed
<b>Wheelchairs</b>	Not wheelchair accessible (too many steps)

# Reservation & Cancellation Policies

## Policies

<b>Cancellations Made by Guests</b>	All deposits and payments are non-refundable.
<b>Delayed Arrivals</b>	No refunds. We are not responsible for unforeseen circumstances such as road closures; poor driving conditions, delayed or cancelled flights, etc. will not constitute a refund.
<b>Guest Identification Documents</b>	We reserve the right to ask all Guests for identification (one with photo) before or during their stay, to confirm their eligibility to book and stay at our property.
<b>Delivery of Instructions and Access Information</b>	Check-in and arrival instructions will be emailed upon balance payment.
<b>Reservation Changes</b>	Please contact us if you need to lengthen or shorten your reservation, and we will do what we can to accommodate. Changes are not guaranteed, and refunds may be treated in accordance with our cancellation policy.
<b>Late Reservation Payments</b>	Failure to pay by the due dates will result in automatic cancellation without a deposit refund. Guests can re-book dates if they are still available; deposit will not be re-charged.
<b>Guest Stay Contract</b>	<p>By reserving online via your credit card, you are agreeing to our terms and conditions. By clicking the AGREE button when paying online, you acknowledge that you have legally accepted, read, understood, agree with, and will comply with our publicly advertised policies (including payment terms) on our web site.</p> <p>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 &amp; 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</p>
<b>Guest Account Termination</b>	
<b>Ineligible Guests Reservation Reversal</b>	<p>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</p>
<b>Privacy</b>	<p>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.</p>

## Guest Stay Policies

**Arrival Day:** It's always exciting on your first day. Please adhere strictly to the following policies.

**Departure Day Checklist** - Drive home, travel safe and visit us again!

- Please be planning to be checked out by 12:00 pm
- Please leave the parking pass and hotel key cards as you found them
- Please wash all of your dishes (start dishwasher) and tidy within reason
- Please be sure all lights are turned off
- Please be sure the thermostats are turned down to 15 degrees Celsius in ALL rooms including the bathrooms

## Policies

<b>Check-In Time</b>	3:00 pm
<b>Check-Out Time</b>	12:00 pm
<b>Maximum Sleeping Capacity</b>	8 people maximum
<b>Resort Information</b>	This is a private condo rental located in the Homewood Suites by Hilton. Our guests are required to comply with our guest stay policies and those of the hotel.
<b>Parking &amp; Ticketing</b>	You will be assigned one parking pass at no extra cost. There is secured guest parking underground. We are not liable for any parking tickets or towing fees you may incur. Towing companies often patrol the guest parking. Additional parking spaces are available at the guest's expense at the Westin (underground) or at VIP, P1, P9 or P11.
<b>Internet Availability &amp; Usage</b>	Internet is NOT available in the room and throughout the hotel. ONLY available at the guests expense at the coffee shop (Grain de Café) located below the condo unit.
<b>Ski &amp; Snowboard Gear Storage</b>	Ski & Snowboard Gear is NOT permitted in the condo unit. Storage is ONLY available upon request in advance. Guests must bring their own locks and the owner and hotel are not liable for any damage or theft.
<b>Bike Storage</b>	Bicycles are NOT permitted in the condo unit. Storage is ONLY available upon request in advance. Guests must bring their own bicycle locks and the owner and hotel are NOT liable for any damage or theft.
<b>Hot Tub</b>	Open until 10PM year-round
<b>BBQ Not Permitted</b>	Not permitted
<b>Complaints Concerning Property</b>	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.
<b>Rental Accommodation Zoning</b>	This property is zoned for unlimited rental or owner use.
<b>Locking Door</b>	Guests are required to securely lock all doors and entrances when they are not in the unit or upon departure.
<b>Amenity Terms of Use</b>	Please respect all private and common amenities of the property. Damage or excessive cleaning to any amenity will be charged to the guest responsible.
<b>Housekeeping</b>	Provided before arrival and after departure. Additional housekeeping may be available on request at your expense.
<b>Garbage Removal</b>	Long-term guests are responsible for removing garbage to the disposal area. If this is not adhered to, additional cleaning charges will be levied.
<b>Excessive Cleaning Costs</b>	Guests authorize a charge for excessive cleaning costs deducted from the refundable security deposit.
<b>Maintenance Emergencies</b>	Contact Nicolas directly at 819.230.6425
<b>Property Damage</b>	Guests are responsible for all damage and by-law fines incurred. Guests authorize a charge for excessive noise and excessive cleaning fines levied from the refundable security deposit.
<b>Missing Items</b>	Guests authorize a charge for missing items deducted from the refundable security deposit.
<b>Noise Restrictions</b>	All Mont-Tremblant events in the Pedestrian Village end at 11:00 pm.
<b>Excessive Noise</b>	No noise policy in effect in this complex after 11:00 pm. This is a family complex; please respect other guests staying in the complex. If a noise complaint is lodged against you, we will also be notified. If there are any fines resulting from the complaint you will be responsible for them and you may be evicted without refund. The owner is not responsible for any bylaw infractions caused by the tenant(s).
<b>Terms of Eviction</b>	Guests will be evicted for excessive noise, common or private property damage or threat of damage, disturbing the peace, excess of maximum sleeping capacity, or violation of any of our Guests Stay Policies. You will not receive a refund!
<b>Liability</b>	We are excluded from liability for personal bodily injury in our condo, while in transit to, or while on resort property.
<b>Policy Updates</b>	Guests Stay Policies are subject to change without notice.

# Guarantees Policies

## Policies

**Reservation Guarantee** In the event of property sale, property damage or double booking, I will make every effort to relocate you to a comparable property at no additional expense to you.

**Snow Guarantee** We cannot guarantee snow conditions, which are out of our control. No refunds!

**Weather Guarantee** We cannot guarantee weather conditions, which are out of our control. No refunds!