



2024 RESERVATION POLICIES

RESERVING YOUR COTTAGE:

Off Peak Period (May, June, September & October) To guarantee your reservation, a valid credit card is required at time of booking. Full payment will be automatically charged to the credit card on file, 72 hours prior to your arrival.

Peak Period (July & August) To guarantee your reservation, a non-refundable deposit of \$100.00 is due upon booking with a valid credit card. Full payment will be automatically charged to the credit card on file, 30 days prior to your arrival. Guaranteed reservations must be cancelled by 4:00 pm, 31 days prior to arrival date to avoid full charges. If your reservation is booked within 30 days of arrival, full payment is due upon booking.

We accept MasterCard, Visa, Discover and American Express credit cards.

CHECK-IN:

Check-In time is at 3:00 P.M.; registration completion and keys are to be picked up at our Welcome Centre, which is located on the left as you enter the resort. If you are arriving outside of our office hours please call (905) 262-4260 and let us know 24 hours in advance so we can make the necessary arrangements for you to gain access to the cottage to start your vacation.

CHECK-OUT:

Check-Out time is at 11:00 A.M., to ensure proper cleaning for the next occupant, Fees are applicable for late check-outs during our shoulder/low seasons and are not available during high/peak season. There are no refunds for early departure.

OCCUPANCY:

Cottages have a maximum occupancy of 6 people with a maximum of 4 adults. Prices are based on 2 adults, 2 children. Extra adult charges, \$25 per adult, per night.

Vine Ridge Resort provides accommodations for anyone 25 years and older when renting. If younger, you must be accompanied by a parent or guardian.

PETS:

Pets are welcome at pet-friendly designated accommodations. For those guests bringing pets, there is a pet fee of \$35+HST per night, per pet.



1501 Line 8 Road, Niagara-on-the-Lake, ON L0S 1L0 | 905.262.4260

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LINENS AND HOUSEKEEPING:

Housekeeping service is not provided during your stay. Housekeeping is completed after your check-out. If additional housekeeping is required above and beyond the normal time allotted for each accommodation, you will be charged at an hourly rate of \$75+HST. Linens are available upon request @ \$55 + HST, per stay.

QUIET HOURS

11:00 p.m. to 8:00 a.m.

Guests creating excessive disturbances or noise or behaving in any way that may adversely affect the quality and/or enjoyment of other guests and/or owners on the resort may be asked to leave prematurely, without reimbursement of accommodation costs, if not immediately resolved without recurrence.

NO SMOKING/VAPING:

For your health and enjoyment, all accommodations are non-smoking. A \$350 smoking fine will be charged to your credit card if you smoke inside the accommodation. You may smoke outside the accommodation but are responsible for picking up and disposing of your waste.

PARKING:

Reservations are based on two cars per cottage. Extra car charge of \$45 per night, applies if over the allotted car limit.

SECURITY DEPOSIT:

Upon check-in, a \$300 security deposit will be processed on your credit card. The amount will be held as a pre-authorization on your credit card, nothing is charged to the card unless there is damage done to the cottage during your stay.

PROHIBITED ITEMS:

Guests are strictly prohibited from pitching any type of tent/gazebo and/or inflatables as well as from bringing any illegal drugs, guns, fireworks, kegs, BBQ grills, electric grills, or kerosene or propane heaters onto the premises of the resort or the rental cottage.

RESORT FACILITIES

All persons using the resort facilities must honor the facility rules, safety requirements and any laws governing the operation of the facility. Wristbands must be worn while on resort to ensure all guests are registered to be on the resort. Damage to facilities and equipment will result in repair charges. All equipment must be signed out from the Welcome Centre and returned to the Welcome Centre after each use.



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POOLS

Our small pool is un-supervised, and adult supervision is required. Children under the age of 12 must be supervised by an adult (16+).

Our large pool is supervised but anyone under the age of 12 must be accompanied by an adult.

Pools will be closed during rain, thunderstorms and for emergency maintenance.



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TERMS AND CONDITIONS OF RENTAL

Vine Ridge Resort Ltd. provides accommodations for anyone 25 years and older. If younger you must be accompanied by a parent or guardian.

Prices quoted are based on a four-person occupancy and are subject to change with occupancy above 4 people. Children 15 years of age and under are exempt from Extra Person fees. The maximum occupancy per cottage is 6 people (all ages – infants too.) Additional fees will be applied as required by our staff upon review of rental details.

The Registered Guest agrees to use and occupy the leased property at Guest's own risk and hereby indemnifies Owner/Operator from any and all claims from any injury or death of any person or for the loss of or damages to any property of the Guest or Guest's agents, visitor(s) or other third parties.

All of Vine Ridge Resort Rentals require a security guarantee in the form of a Credit Card authorization (Visa, Master Card or AMEX) which this signed document ensures. This security guarantee is maintained as insurance and provides resort management and/or the property owner the ability to recover any expenses incurred as a result of property damage, theft, additional cleaning required due to the cottage being left in an excessively dirty condition, or unpaid resort costs including but not limited to, long-distance calls, extra requested or required services, unauthorized or exceeding occupancy limits (6 persons p/cottage), and food and beverage credit charges. The undersigned understands that the credit card on file will be used to pay for any losses or damages caused by their use or misuse of the property. Your credit card will not be charged otherwise.

Check-In time is at 3:00 P.M.; keys are to be picked up at our check-in office. Check-Out time is at 11:00 A.M. We ask that the cottage is left in a reasonably clean condition and any trash is removed upon departure.

The property is inspected before Registered Guest's arrival and after Guest's departure, and the card will only be charged if problems are noted. Should property damage occur during a Guest's stay, it must be reported immediately in writing, to the Front Desk.

Registered Guests understand that these properties are individually owned and equipped according to the tastes and preferences of the owner. No guarantees can be made to the guest about expectations of quality of furnishings. Our staff will make every reasonable effort to have any malfunctioning appliances (air conditioners, dishwashers, televisions, etc.) repaired during the stay, but no refunds for inoperative appliances will be offered or expected.

The primary contact (Registered Guest) on the reservation must be present throughout the duration of the rental period.

Failure to comply with any of the above policies may result in immediate eviction and loss of reservation deposit and all advance payments.

Final balance payment is due 30 days prior to arrival and will be automatically charged to the credit card on file unless otherwise arranged.

While we do not expect any changes to your reservation, a similar cottage of equal standard will be provided should the original cottage booked not be available for reasons beyond our control.

Payment constitutes your agreement to the terms of this rental agreement.



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