



## 2021 Resort Policies

### RESORT DESCRIPTION:

Welcome to Vine Ridge Resort, located in picturesque, Niagara-on-the-Lake. You cannot help but fall in love with this wonderful location where there is something for everyone!

Vine Ridge Resort is a resort made up entirely of privately owned cottages; we kindly ask that you respect the privacy and relaxation of each cottage area and refrain from passing through other properties or creating excessive disruption when in the vicinity of other cottages, including moving or using furniture or equipment from other cottages.

The Registered Guest understands these properties are individually owned and equipped according to the tastes and preferences of the owner. Each cottage will differ in design, décor, and furniture. No guarantees can be made to the guest about expectations of quality of furnishings. Agent 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, or quality of furnishings will be offered or expected.

### AGE RESTRICTIONS:

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

### COTTAGE AMENITIES:

Again, as these properties are individually owned, and equipped according to the tastes and preferences of the owner. Each cottage will differ in design, décor, and furniture. They do however have a few key items for your stay with us.

All cottages come fully equipped including air conditioning, essential kitchen items (cookware, dinnerware, silverware, glassware, basket-style coffee maker, toaster, etc.), full-sized fridge, stove, microwave, dishwasher, private propane BBQ, TV and a DVD player. Visit the Welcome Centre for movies for lending. Propane for the barbeque is included. Please notify the front desk when the tank is fully emptied to receive a replacement.

### WHAT TO BRING:

- Sheets and pillowcases  
– 1 Queen, 1 twin, 2 doubles\*
- Pillows
- Comforters
- Napkins
- Dish soap, dish towels and cloths
- Bug spray
- Sunscreen
- Beach towels
- Bathroom towels & face cloths

*Note: Bed sizes are based on 2-bedroom cottage. Please call to confirm your bed sizes as they vary by accommodation.*



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

[vineridgesort.com](http://vineridgesort.com)



#### **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.

#### **DAMAGES:**

Guests will be responsible for any damages caused directly or indirectly by themselves or their visitors during their stay. Your credit card will be charged accordingly for any damaged or missing items. All of Vine Ridge Resort Rental properties require a valid Credit Card (Visa, Master Card or AMEX) to be held as insurance which gives the property owner the ability to recover any expenses incurred from obvious neglect or from additional cleaning due to the cottage being left in an abnormally dirty condition. The property is inspected before 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 Vine Ridge Resort Front Desk.

#### **FIRST AID STATIONS:**

A First Aid Station is located in the Welcome Centre and pool areas. Our General Managers and several key resort team members are First Aid and CPR trained. Please report an accident, injury, or safety concern immediately to our Welcome Centre.

#### **GARBAGE:**

Garbage is to be taken to the designated waste areas which are located off the main road to back left corner of the park.

#### **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 \$55+HST for each additional hour of housekeeping required.

#### **MAX OCCUPANCY:**

Cottages have a maximum occupancy of 6 people (all ages – including children and infants).

#### **NOISE:**

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:**

Cottages have a space for 1 vehicle however, additional vehicles can park in our overflow parking area at the front of the resort. Absolutely no driving or parking permitted on walking paths, grassy areas – fines are applicable. ALL vehicles must be registered with the front desk to enter the park. Parking is not permitted outside of designated parking spots.

**PETS & SERVICE ANIMALS:**

Pets are welcome at pet-friendly designated accommodations. For those guests bringing pets, there is a pet fee of \$25+HST per night, per pet. There is a maximum of two pets per accommodation. Please remember our accommodations are privately owned and we must respect the owner's wishes regarding pets. You must notify us at the time of reservation if you are travelling with pets. If you arrive for check-in with a pet not included on your reservation you run the risk of being denied check-in without refund. Dogs are required to always be on a leash within the resort. Guests are responsible for picking up and disposing of pet waste at all time.

Registered Service animals are welcome and permitted on our resort. However, we do ask out of respect for our individual owners that have allergies to animals that you please notify us in advance and stay in one of our pet-friendly accommodations. Service animals must be identified with proper card/vest as applicable when accessing public areas pets are not usually permitted. In addition, we do ask that you follow our conditional agreement for pets.

**POOLS:**

**Heated Saltwater Pool Hours of Operation**

May 15th* - June 30th & Sept 7th – 30th (weather permitting):	8am – 5pm
July 1st – Sept 6th:	8am – 8pm

**1 Acre Pool Hours of Operation**

June 15th* - June 30th (weather permitting): Weekends only:	11am – 5pm
July 1st – Sept 6th:	9am – 8pm

Pools may close during rain, thunderstorms and for emergency maintenance.

To ensure the inclusion of everyone wishing to use our pool facilities, we request swimmers wear a swimsuit and/or clean clothing (wear non-cotton t-shirts, thin long sleeve shirts, shorts or leggings) brought to the facility for the purpose of swimming.





Participants using the pool must change from street clothes. Undergarments, cut-offs and jeans are not permitted in the pool. All swimmers MUST bathe before entering pool.

Note: Children under the age of 16 must be accompanied by an adult.

*\*Our goal is to have all pools open by dates given, weather permitting and is subject to change.\**

#### **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. Regrettably, burn-style bug deterrents are also not permitted.

#### **OCCUPANCY POLICY:**

Vine Ridge Resort cottages are designed to comfortably sleep 4 people. While most cottages are furnished with a sofa bed which allows for a maximum occupancy of 6 people, any occupancy above 4 should be limited to single or nuclear families, defined as a couple and their dependent children. Vine Ridge Resort reserves the right to decline reservations of 5 or more occupants which do not comply with this policy.

#### **ROADS:**

Please use the roads and walkways wherever and whenever possible. Walking between and behind cottages is not permitted.

#### **SANITARY SYSTEM:**

- ONLY one-ply toilet tissue may be flushed; baby wipes, diapers, hygiene products, paper and any other disposable items must be placed in garbage bags and disposed of with regular waste.
- Household liquids or chemicals must not be flushed or put down the sinks including fats, oil and grease, coffee grounds, solid food waste or bleach.

#### **SPEED LIMIT:**

We have a very strict speed limit of 10km/h throughout the park. We ask that you abide by the rule and if not, you may be asked to leave your car outside the park gates.

