



2021 RESERVATION POLICIES

DEPOSITS:

Full payment will be processed at time of booking. We accept MasterCard, Visa, and American Express credit cards.

CANCELLATION POLICY:

As each cottage is individually owned, any cancellation affects us and the owners significantly. Consequently, we do adhere to this strict cancellation policy.

31 days or more – a full refund of the initial deposit, less \$100 cancellation fee.

30 days or less – the full amount of reservation is non-refundable.

ONLINE RESERVATIONS:

All online reservations will be confirmed by email within 48 hours and are not considered finalized until then. Rates and cottages displayed may be subject to change until finalized. Prices quoted online are based on two adults and 2 children and are subject to change with occupancy above 4 people. Maximum occupancy for majority of our cottages is 6 people (all ages.) Any applicable additional fees (such as extra person fee's or pet fee's) will be applied automatically at the time of booking.

AGE RESTRICTIONS:

Vine Ridge Resort provides accommodations for anyone 25 years and older. 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 \$25+HST per night, per pet.

MAX OCCUPANCY:

Cottages have a maximum occupancy of 4 adults. An Extra Person fee of \$10 per person, per night is applicable for occupancy over 2 adults. There is no maximum number of children per cottage. (0-12 years of age).

RESORT FEE:

A resort fee of \$25 per night, is included in your reservation. This is for the use of the resorts' amenities includes participation in any resort activities that may be planned during your stay.





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.



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

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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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