

Tremblant VIP Lodging - Policies

General:

All units are privately owned vacation homes. We encourage you to enjoy your stay but we ask that you treat them with respect, the premises and the contents. Minimum stay of 2 days is usually required for any reservation. Owners reserve the right to refuse or evict clients if units are found to be occupied by more clients than agreed to by owners in advance.

Excessive noise at any time or inappropriate noise after 11:00 PM is cause for eviction.

Deposit:

A deposit of 50% is due upon booking, payable by traveler's cheque, cheque, bank draft or money order. Visa and Master Card are accepted but there is a **3% up charge for these transactions**. All funds quoted are in Canadian dollars unless otherwise stated.

Final Payment:

Remainder of rental payment is due 35 days in advance of the reservation or in the case of prime time rentals 60 in advance of arrival unless otherwise indicated.

Agreement to Rent:

Once an invoice has been issued to the renter the rental is considered to be binding on the renter's part. Any cancellation fees and deposit requirements become binding on the renter.

Credit Cards:

The renter's use of a credit card also represents his/her binding commitment to pay the **3% up charge** credit card transactions.

Rental Agreement:

Once the renter has provided their credit card number against a reservation or an invoice is issued this constitutes a binding agreement to rent the unit.

Cancellation Charges:

All reservations are guaranteed non-refundable. In the event of cancellation by the client, the following charges apply: \$125.00 if cancelled no later than 40 days prior to check-in date.

Total reservation amount is payable, if cancellation is less than 40 days prior to check-in date. If the unit is subsequently rented the 125.00 fee will apply and there will be a refund of the rental fee up to an amount equal to the total of the new rental.

Exception for prime time rentals were there is no refund. These include Christmas week, New Years week, Presidents' week and all school and college February and March break weeks.

Telephone Charges:

Long Distance calls should be charged to the party you are calling or to your calling card. If there are charges on the phone in the unit they will be automatically billed to the renter's credit card along with proof of charges.

Lost Key - Lock Out Charges

The following charges will apply.

Keys lost or not returned to lock box **35.00**.

Magnetic key cards lost or not returned to lock box **50.00**.

Pool keys or pool passes not properly returned **50.00**.

Any lock out that requires our direct or on site intervention **75.00**.

Locksmith visit **175.00**.

Parking passes not left in the unit **35.00** for each pass.

Rates:

Rates quoted herein are in Canadian dollars. Rates are subject **to change** without notice. Exchange is quoted at the Canada Bank sell rate less one point and will be adjusted in terms of post dated payments.

Additional Information:

Linens, towels and an initial supply of selected disposables are included in the price of the unit. Units are **non-smoking and pet free** unless otherwise indicated in your rental contract. If for any reason units have to be deodorized due to smoking or cleaned because of a pet a cost of 150.00 will be applied to your stay.

Check In and Check Out:

Check in is **5:00 PM** and check out is no later than **11:00 AM** unless prior arrangements have been made in advance of arrival. Please note that there are no reimbursements for late arrivals, early departures or other services otherwise missed. Late checks out may be possible for a minimum charge of \$ 50.00 or \$ 45.00 per hour.

Pets:

Many of our guests are allergic to pets. Consequently, pets are not allowed in the units unless prior arrangements have been made. However, Mont Tremblant as an excellent animal kennel that may be used for pets that accompany guests by reserving in advance. Please contact - Chenil de la Forêt, 820 chemin du Range 8, Mont Tremblant, 819-425-8484.

Housekeeping:

Cleaning service is supplied before and after your stay, there is no daily cleaning service. Bed linens and towels are supplied. Kitchens are fully equipped with pots, pans, dishware, coffee maker and all appliances. Most units have a washer and dryer. After check out, housekeeping will do the laundry and final cleaning. Guests may launder their linen during the week in the washer/dryer in the unit. An initial supply of detergent and house cleaning products are available.

Clients are required to leave units in a generally clean condition and units that are not left that way will be subject to an extra cleaning charge of a minimum of \$ 75.00 or \$ 40.00 per hour.

Damage:

A damage deposit may be required based on the nature of the rental and is at the discretion of the rental company.

Note: *The unit will be inspected after each visit. Any issues arising during your stay will your responsibility. Renters are urged to do a thorough inspection of the unit on their arrival. Any issues should be immediately brought to the attention of the rental agent – Tremblant VIP Lodging. If no issues are brought to our attention then any damage found after your stay will be applied to your credit card.*

Fireplace:

Firewood is sometimes available and artificial logs may be purchased at numerous stores in the village.

Note: Any exceptions to these policies and procedures **must be agreed** to by the rental agent or the property owner before check in.

Disclaimer: The rental agent or the property owners are not responsible for temporary interruptions of electricity, telephone, water, cable services or internet caused by reasons beyond our control.