

Check-In Policy

Welcome! We hope you have arrived safely and had no trouble finding our home.

Check-in time is between 4:00PM and 5:00 PM, unless you have made other prior arrangements with us. Note that the locks will not function before this time.

We know you must be ready to relax and start your vacation, and we want you to make yourself at home right way. *We just ask all guests to go through the home and **report any dissatisfaction within the first 24 hours** to us.* If you have a concern with the cleaning or missing supplies, please contact our housekeeper.

In our **Welcome Book**, you will discover information about the home and area that should answer many of your questions. I have left a binder (Maintenance Manual) of instruction guides for the equipment in the condominium. Should you have any other questions during your stay, feel free to contact me. We also have a guestbook in the living room. We encourage you to browse through past comments and leave your own entry in it as well.

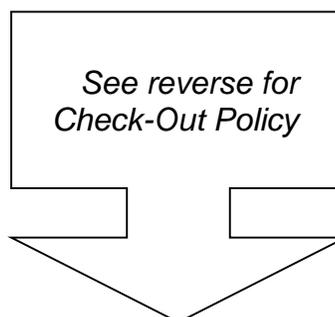
We have a few house rules that we'd like you to respect while staying with us. First, please remember that this is not a hotel—it is our home. Feel free to use and move our stuff around, but kindly return them to the way you found them when you arrived. Also, we maintain a very high quality residence. You can help us by removing your outside shoes while inside, putting coasters under your cups to protect the furniture, and letting us know if anything breaks so that we can replace it before the next guest arrives, etc. Please rinse your bottles and recyclables before putting them in the recycling containers.

Blaine can be reached anytime at **250-899-0800 (leave a message if no answer)**. We also have an answering machine at **250-763-7682**.

We hope you enjoy your stay and will visit us again in the future!

Best Regards,

Blaine Germaniuk
realtopia@gmail.com



Check-out Policy

We hope you have enjoyed your stay at our home. Please note that check-out time is **BEFORE 10 AM** on your designated check-out date. **The lock codes will automatically cease to function after that time** and you will not be able to re-enter the guest property.

Before you leave, we have just a few requests to help our housekeeper prepare for our next guests:

- Please load dirty dishes into the dishwasher and run it on the normal cycle. Dishwasher detergent is provided under the sink. We will put away the dishes in the cupboard later.
- Please wash one load of laundry (only the *white bath towels using Hot Water*). We have left enough laundry detergent beside the washing machine. We will dry the towels.
- Place all other dirty towels in a pile in the bathtub. You can leave the beds unmade. We will strip the beds and wash the linens.
- Bring all recyclables to the dumpsters located in the underground parkade.
- Please take all trash, including bathroom trash, to the appropriate dumpsters located in the underground parkade. Many of our resorts have a garbage chute on your floor (near the elevator) for small bags of refuse. Please do not place recyclables in the chute.
- We encourage “*green*” living practices. Please turn the heat down to 15° C (58° F) in the winter or set the AC to 25° C (78° F) in the summer and turn off the lights when you check out.
- If you used our private BBQ, please clean it and leave it as you found it. Housekeeping will charge you a fee if they need to clean it. Turn off the gas valve.

Exit Cleaning Service

(Upon Request)

Because you are renting a home, we expect guests to leave their accommodation in a "reasonable" state when they leave. Generally, this works very well. But we also understand that some would prefer to pay a little extra to enjoy their holiday right up to the last moment. Therefore, we also offer a **pre-bookable exit cleaning service**, so that you can just walk away and leave all the work to the professionals.

Please note that booking this service does not relieve guests of their duty to take good care of our home. We still expect spills to be wiped up as they occur, and that you take care of our furniture and rugs, etc. But it does remove the normal household cleaning burden that you may not want to undertake when on vacation. **Please request this extra service in advance.**

- Leave parking passes, key fob(s), remote control(s), and keys on the kitchen counter for our next guests.
- Please close and secure all windows and patio doors. Close the front door on departure (it will automatically lock).

If you choose to do so, you may add an entry in our guestbook. We love to receive word from all our guests.

We hope you have a safe journey home and will visit us again in the future.

Best Regards,

Blaine Germaniuk
realtopia@gmail.com