

## Rental Policies

This is an abbreviated list of our policies. See your rental agreement for more information.

### Method of Payment

We accept VISA, MasterCard, Interac Email Money Transfer, traveler's cheques, personal cheques, cashier's cheques, and bank money orders.

### Damage Deposit

The damage deposit will be refunded within 14 days of your departure date provided that there are no damages, missing inventory, or excessive cleaning required. If you notice anything damaged or missing upon check-in, *please notify us immediately*.

In addition, you are responsible for any and all damage to your lodging or property caused by your negligence and/or the negligence of your guests and visitors. We reserve the right to charge the cost of repairs and additional fees (such as telephone costs, pay-per-use television costs, etc.) to your credit card account. Refer to your rental agreement for additional details.

### Age, Size & Conduct of Party

Only registered guests are permitted overnight use of the lodging or the facilities. This is a ZERO TOLERANCE acceptance policy and failure to comply may result in immediate eviction with forfeiture of all monies paid. Please review the maximum number of guests permitted at each of our properties.

Our lodgings cater to families and mature adult groups only. The Renter and guests must be 25 years of age or older, except for family members that are under the direct supervision of the Renter.

Registered guests are fully responsible for the actions and conduct of their visitors. To protect the quiet times, visitors are required to be off the property before 11 PM nightly.

### Noise, Partying & Offensive Behaviour

This is not a party house. Excessive noise or partying are not allowed in your lodging or on the facilities. This includes any offensive or undesirable behaviour that would affect the enjoyment of others at the property. This is a ZERO TOLERANCE acceptance policy and failure to comply may result in eviction with forfeiture of all monies paid.

### Bylaws, Rules & Regulations

Guests must conduct themselves according to the bylaws, rules, and regulations of the property at which they are staying. Failure to abide by the property's requirements and/or the security staff may result in fines and/or eviction with forfeiture of all monies paid.

## **Cleaning & Repairs**

Please notify us immediately upon arrival if your lodging has not been cleaned to your satisfaction or if you notice anything missing or damaged.

It is the responsibility of the guest to keep the lodging clean and tidy. Please leave the property in the same condition upon departure as you found it at check-in. Guests are required to clean soiled dishes in the dishwasher (you can leave the final load to dry in the dishwasher when you leave). Start one load of laundry (ie: your white bath towels) before leaving. We have left you some laundry and dishwasher detergent for this purpose. Please remove your refuse and recycling and deposit them in the appropriate bins. The lodging should be left neat and tidy, and all items returned to their original location.

Housekeeping is provided before and after your visit if you are staying for one month or less. If you are renting a lodging for more than one month, you are responsible for leaving the lodging in the same clean condition (realTopia's "hotel" standard). Excessive cleanup after your stay will be charged to your credit card and/or damage deposit.

While clean linens and bath towels are provided for your arrival, daily maid service is not included in the rental rate. Maid service is available for an extra fee upon request.

If cleaning or repairs are required, they will be charged first against your damage deposit. If you provided a credit card number for your deposit or rental fees, all costs will be charged to your credit card account.

## **Use of Lodging & Facilities**

The lodging is intended for residential use only. No commercial activity is permitted without written authorization from the homeowner.

The homeowner and its agents may enter your lodging at reasonable times to make repairs or inspections as required.

## **Parking**

Park only in your designated parking stall. Do not park in any visitor's parking stall without written authorization. Only private passenger automobiles may be brought onto the property. If you requested parking, a parking stall has been assigned to you.

We have a ZERO TOLERANCE acceptance policy towards parking violations on the resort. Failure to comply with facility rules will result in immediate eviction with forfeiture of all monies paid.

## **Pets**

Although we adore pets, our facilities are not pet friendly. All of our rooms, balconies, and decks are designated pet free. Fines of \$200 will be assessed for each violation in addition to eviction and additional cleaning charges.

## **Smoking**

Smoking is strictly prohibited anywhere on the premises. This includes the rooms, balconies, and decks. Failure to comply will result in a \$200.00 fine per incident. Fines may be deducted from the damage deposit. You will also be charged 3 hours additional cleaning if we notice cigarette odour and/or butts in your lodging (including balconies and decks).

## **Use of Furniture, Furnishings & Equipment**

All lodging furnishings and equipment must stay in the lodging. Other than keys, we do not permit items such as chairs, towels, or linens to be taken from your lodging (*except for the coloured pool towels and coolers, but please bring them back without the sand!*). Please refer to your Arrival Letter for information about storing your personal belongings. Some items, such as bicycles, ski and snowboard equipment, commercial and business equipment, and similar, are not permitted inside your lodging.

## **Liability**

### **Swimming**

Beaches, shorelines, the pool, and the hot tub at the resort are not supervised. Children should be accompanied by a parent or guardian at all times. Swim at your own risk. Please use safe swimming practices in all community pools and in the lake.

### **Lost or Stolen Articles**

We will not be held responsible for lost or stolen items. Please keep your valuables with you or locked out of sight in your vehicle at all times. **If you forget something in your lodging after you leave, please call us as soon as possible.** We can forward your items to you for the cost of shipping.

Any homeowner items from your lodging that are lost, stolen, or damaged will be charged first to your credit card or damage deposit.

### **Eviction**

We reserve the right to evict any renter, occupant, guest, or visitor if any rental or strata bylaw or rule is not followed. This particularly applies to the maximum number of overnight occupants, pets, smoking, noise and partying, and the age requirement. All pre-paid rents and deposits shall be considered earned and therefore retained by *realTopia Vacation Rentals*.

### **Circumstances beyond our Control**

Please be advised that the lodging you are renting is located on property that may contain certain amenities and features (including but not limited to a swimming pool, hot tub, gym, elevators, sauna, alarm system, internet and cablevision services, etc.) which may from time to time not be fully functional or operational or may be under repair as managed by the building administration such that the use of these areas and/or amenities may be unavailable or limited during your stay. In this context, while we recognize and regret any resulting inconvenience to our guests, the homeowner of the lodging will not be responsible for any such events of outage or unavailability and shall have no responsibility or obligation to grant any discount or refund of any of the rental fee as a result of any such circumstances.

### **Disclaimer**

Renters and guests understand that we are NOT responsible for any personal injury on or off the property.

The homeowner is not responsible for any personal injury or loss or damage to the Renters' and guests' property caused directly or indirectly from foul or inclement weather conditions, Acts of God or nature, failure of heat or power, accidents related to fire, heaters, stoves, failure to remove snow around access areas, or any unforeseeable circumstances.

Under no circumstances will Renters or guests hold the owner of the lodging responsible for any damages or claims of any kind resulting from their stay, except for intentional acts of harm.

### **Release from Liability**

Registered guests, and all persons accompanying registered guests, are responsible for their personal property and safety and irrevocably release and save and hold harmless *realTopia Vacation Rentals*, its affiliates, associates, representatives, and the homeowner from any cost, or liability whatsoever arising from loss, damage, or personal injury of any severity due to theft or accident while on the premises or in the vicinity of the rented lodging.

### **Substitution**

In case of fire, sale, or similar such events, *realTopia Vacation Rentals* reserves the right to substitute another similar property for the one which was reserved. If no other similar property is available, *realTopia Vacation Rentals* reserves the right to return all monies paid.

### **Travel Insurance**

We highly recommend that the Renter purchase travel insurance. We can provide you information about our travel insurance for travel and trip cancellation insurance, as well as damage insurance (permitting us to waive the damage deposit fee).

## **Cancellation Policy**

Did you make a reservation that you cannot keep? Sometimes circumstances require you to change your plans. We understand and will try to accommodate your needs as much as we can. However, we are a small operation and last minute cancellations greatly affect our bottom line.

### **Cancellation Policy (Vacation Rental Contracts)**

- A sixty (60) day written notice is required for cancellation. The full rental amount is non-refundable within 60 days of the arrival date, except for the amounts and conditions noted below.
- Cancellations that are made in writing more than sixty (60) days from the arrival date are refundable, except that they are subject to a Cancellation Fee equal to 5% of your total rent or \$50.00, whichever is greater.
- Cancellations or changes that result in a shortened stay and that are made within 60 days of the arrival date forfeit the applicable rental amount. Cancellation or early departure does not warrant any refund of rent.
- Even if there is no refund, please notify us in writing as soon as possible. We will make every attempt to fill the accommodation. If we are successful, you will be refunded for any days (or partial periods) filled less the Cancellation Fee.

Since our reservation and cancellation policies may be more restrictive than a large hotel, we recommend that you purchase traveler's insurance to protect your vacation plans. A cancellation is very disappointing both to the guests who have decided to cancel and to us (the property owners and managers). In most cases, we will have already turned away other guests who would have reserved the accommodations for those dates.

### **Cancellation Policy (Long-term Rentals)**

Monthly renters may cancel at least ninety (90) days prior to check-in. Changes made by monthly renters that result in a shortened stay must be made at least ninety (90) days prior to check-in.

## **Privacy Policy**

We respect your privacy. Please consult our [Privacy Policy](#) for more information.