

Terms of Business for Thea's House 2016

1. Check in time is after 16:00 – 18:00. Hours. Advance notice is required for check in outside of our guaranteed check in time of 16:00 to 18:00 hours.
2. Check out is 11.00 am
3. Breakfast is available between 07.30 and 9.00
4. Thea's Special Dinner Menus are posted in our Breakfast area and can be found on our web site www.lebeaujolaisbanff.com.
5. Thea's House is fitted with a fire alarm system; please vacate the premises if you hear the alarm sound and move to a safe distance from the House
6. We hope you enjoy your stay with us. Please ask if you have any special requirements or request, we will try and accommodate you.
7. Pets are not allowed in our property
8. Thea's House is a completely smoke free property.
9. Thea's House accepts Interact, credit cards (Visa, MasterCard), cheque or cash, please settle your bill before leaving. 10. We provide slippers for your stay and would appreciate you removing your outdoor shoes and leaving them in the entrance vestibule before going to your room or upstairs.

GENERAL

1. All rates are net non-commissionable.
2. Rates are valid only for dates quoted and subject to change prior to receiving the confirmation deposit.
3. Room booking does not occur until the deposit is received. No verbal holds.
4. Special room requests are noted but not guaranteed.
5. Parking on our property is at the guest's liability and we do not accept any liability for goods lost or stolen from vehicles.
6. Guests are responsible for any damages incurred to Thea's House during their stay.
7. We will try to honor all original booking conditions when a stay is changed, however we can't guarantee price or configuration of rooms.
8. Bookings are not weather specific and refunds are not available if the weather is not as predicted or hoped for.
9. In the event of non-compliance of the terms of business or abusive behavior by guests the manager reserves the right to ask guests to vacate the premises. No refund will be given in these circumstances

DEPOSITS & PAYMENTS for Accommodation

Your verbal or written authorization of the use of your credit card indicates your understanding and compliance with Thea's House terms of business.

Payment Policy for regular bookings

100% of the first night will be charged at the time of booking, the remainder of the cost of stay becomes due on the date of arrival. Thea's house reserves the right to pre-authorize credit cards prior to arrival

Cancellation and Refund Policy

If the reservation is cancelled prior to 30 days of the intended arrival date, a full refund of the deposit minus a \$25.00 booking fee plus tax will be credited back to your account.

Inside of the 30 days the deposit become non-refundable.

Payment & Cancellation Policy for seasonal specials & packages

30% of the total cost of the reservation is processed as a non-refundable deposit at the time of booking

Full Payment will be taken on the credit card provided for final payment. Full payment is taken 30 days prior to arrival.

Cancellations made 30 days or more from arrival date will result in forfeiting the 30% non-refundable deposit. Cancellations made within the 30day period results in forfeiting of total amount.

Please note if we are unable to process final payment and we have tried to contact you, we will cancel the reservation no later than 10 days prior to arrival and the deposit will be forfeited.

Accommodation Adjustment Policy

Changes to reservation dates may be made up to 14 days before the arrival date, the total of the reservation may increase dependent on the new dates selected. No date changes are permitted within the 14day period before the arrival date. Date changes must be within 6 months of the original arrival date for all seasons.

