



Booking Terms and Conditions

Taxes

All accommodation and catering pricing does not include HST taxes (12%) unless otherwise stated. 2% hotel tax is not charged.

Confirmation of Booking and Deposit

A deposit will be required of 25% of the complete booking cost, or one night accommodation charge, whichever is the greater. The balance is due on arrival/during your stay with us. On bookings made with less than one month in advance, 100% is required upon booking. Ensure you have adequate insurance cover in case of cancellation (see cancellation policy below).

Minimum Stays

Unless otherwise stated or agreed upon, a minimum stay would be for 2 nights. Certain holiday weekends may incur a minimum 3 night stay.

Couples Rate & Two Bedroom Rate

If the booking is under our stated occupancy rates, there is a restriction in the bedrooms used for the stay. All bedrooms will be set for the guest to select which bedroom(s) to use, the remainder should be left untouched for the duration of the stay. If more than the stated rooms and/or its facilities are used, then the full seasonal rate for the lodge will be charged to the main credit card used for the booking.

Guest Sleeping Capacity

The maximum sleeping capacity for the lodge is 8 persons, and at no time must there be more than 8 persons residing at the lodge. The rental charged is for a capacity of up to 6 persons, with an additional 'per person' charge for the extra guests.

Force Majeure

Refunds are not applicable in circumstances such as power outages, highway closures or other events beyond our control. See applicable Cancellation Policy below.

Cancellation Policy

Deposits are non-refundable. If cancellation is received with less than 28 days notice, unless an alternative booking is taken, for the same period of the original booking, 100% of the accommodation charge is applicable. Notice of cancellation must be received in writing. Please ensure you have adequate insurance cover in case of cancellation.



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Payment

Payment can be made by cash, debit, VISA & MasterCard .

Check In & Check Out Times

Access to the lodge will be after 3pm mountain time. Check out is 11am mountain time. Please note, we do try to offer flexibility on both check-in and check-out times, if this is required, although this may be difficult, especially in peak seasons. Early arrival is by prior arrangement only. A late departure can only be agreed on or around the day of departure. Any variations to the times without prior arrangement would incur additional charges. Golden is on Mountain Time (the same time zone as Calgary and one hour ahead of Vancouver)

Smoking Policy

Please note: Hillside Lodge is a non-smoking facility, although smoking outside is permitted, provided cigarette ends are disposed of cleanly and safely. An excessive cleaning charge may apply if this is not adhered to.

Pet Policy

Pets are not allowed unless by prior arrangement (small or medium dogs only, at a charge).

Internet Policy

Internet connection is available free of charge, however via on a satellite feed with monthly download limits, restricting downloads of heavy data such as films via site such as Netflix. If data download is over and above a typical stay, internet charges may apply.

Damage Deposit/Loss of Property

We do not hold a damage deposit, however if any damage is caused during your stay, or unauthorised removal of property occurs, incl. towels & linens, you will incur a minimum \$200 charge applied to the main credit card used for the booking, unless a different payment method is agreed upon before departure. This amount would increase up to the value of the loss or damage caused.

Excessive Cleaning costs

A minimum of \$100 charge will be made for excessive cleaning that arises from extraordinary cleaning, over and above the standard typical stay. The kitchen should be left clean and tidy and all dishes used should be in the dishwasher prior to departure. Additionally the BBQ should be left clean and any smoking effects, drinking or dog deposits cleared away before departure.