



What you need to know

We want you to experience our B& B but there is a bit of fine print we need to share with you.

To process your reservation, we are required to obtain certain information to comply with the Hotel Guest Registration Act and to comply with the terms of our credit card agreement.

Any other information we ask for is solely to assist us in making sure that your stay at our B&B is to your expectations.

We require a Credit card with expiration date or an email transfer to make any reservation. This will guarantee your reservation with us.

We take the following credit cards for your convenience-
Visa, Master Card, Amex and Discover.



Cancellation Policy

As we are a small B&B, cancellations greatly affect our business. We understand you may have to cancel or change your reservation

Please note the following does apply:

Cancellations may be made free of charge up to 5 days before the arrival date.

Cancellations made within 5 days of the reservation are subject to a \$50.00 booking service fee and will be charged to the credit card used for the reservation.

Cancellations made on the day of your reservation are charged at 100% of the guaranteed reservation rate for one night to the credit card used to hold the reservation. If the reservation is for multiple nights, any remaining nights are considered null and void.

Failure to call and cancel any reservation will result in 100% of the reservation cost charged to the credit card used to make the reservation



Arrivals

We welcome guests to our B&B between 4-7pm

If you need to arrive at a later time please make arrangements with us to ensure that someone is here to welcome you.

If you would like your room to be ready for you to use prior to 4 pm there is a \$25.00 fee to facilitate your request.



Pet Policy

For our B&B guests who enjoy travelling with their canine companion(s), we welcome well groomed, well behaved dogs in only one of our suites.

A charge of \$10-\$50 will apply depending on the size of dog and length of stay. We are unable to accommodate any other animals. Maximum number of dogs allowed is three.



Guest Occupancy Policy

Maximum occupancy for Our Wine Country Suite and Okanagan Suite is 4 Persons.

Maximum occupancy for our Lake Country Suite is 2 persons.

Children over eight years old are welcome to stay at our B&B -We regret that due to our insurance policy we are unable to accommodate younger children including infants.



We are a Certified Green Tourism Accommodation with a **GOLD** Rating

We are dedicated to the journey of sustainable tourism because it is the right thing to do, and we love where we live. We are committed to providing you the best value and the best stay while striving to maintain the best environmental practices.

REDUCE

Please turn out all the lights when you are leaving for the day.

Please turn off the TV AND the Cable Box.

We pay a premium for Electricity. All of the lighting in your room is LED.

Daily Housekeeping is optional. Please consider reusing towels and not needing your sheets changed during your stay. We are always happy to provide any Daily Housekeeping needs you may wish to have.

RECYCLE

A Recycle Bin is in your room for your convenience.

All Paper, Cardboard, Plastic and Glass are NOT allowed in our regular garbage.

Please place in the recycle Bin and don't forget the Toilet Paper Roll!

Please recycle all juice, pop, milk, water, wine, beer and liquor bottles too.

BUY LOCAL

Ask where to buy local fruits and vegetables in season, as well as farmers and crafters markets, local neighbourhood fruit stands and local shops. Visit our 9 local wineries and ask which ones offer delicious restaurant options.

What we are doing

All lights outside and outside your room are on timers or motion.

The water flow of your shower and tap are within the best range for low consumption.

We use minimal, but ethically cleaning products – most of our cleaning is done chemical free with a microfiber system called ENJO www.enjo.net

Our in-room coffee is ethically sourced through a local company.

We are very involved in a local community organization and also donate all reusable and used household items to Habitat for Humanity or a local Church.

We shop local and organic whenever possible and in summer harvest fruit from our seven fruit trees on our property.

We now offer safe, outdoor lockable storage for guests who bring bicycles.