



## 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.

We do offer a 24 hour courtesy hold to make a reservation to facilitate holiday planning. Without a call back within 24 hours with credit card information, the reservation becomes null and void.

Failure to call and cancel any reservation will result in 100% of the guaranteed reservation rate for one night charged to the credit card used to make the reservation. If the reservation is for multiple nights, any remaining nights are considered null and void.

## Arrivals



We welcome guests to our B&B from 4:00 p.m. and 7:00 p.m. unless other arrangements have been made in advance. If your travel plans require a later arrival, we are happy to accommodate you with prior notice.

If you need to have your room ready for an early arrival, there will be a charge of \$25.00 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 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 is three.



## Guest 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 -Due to our insurance policy we are unable to accommodate younger children including infants.

If you require any additional information or have questions – please email us at [innkeeper@kelownabandb.com](mailto:innkeeper@kelownabandb.com)