



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.

Any prepaid booking is subject to a 50.00 cancellation booking fee

This cancellation policy **only** refers to reservations made through our website. If you have booked our B&B through another booking engine- different cancellation policies will apply.

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



We have gone GREEN And GOLD

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.

Here is how you can help

REDUCE

We pay a premium for Electricity. All of the indoor lighting and in your room is LED.
Outdoor lighting and guest areas are on timers, solar or motion activated

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 them 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, galleries and studios. Visit our
10 local wineries and ask which ones offer delicious restaurant options.

What we are doing

All lights 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

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, lockable storage for guests who bring bicycles. As well, we offer
complimentary Back Packs to use for your hiking or winery walks.