



## 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 if you have booked directly with us:**

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 Sustainable 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 strive to provide our guests with a quality, authentic B&B experience while continuing to improve our sustainability efforts and to reduce the environmental impact of our B&B caused through travel.

### **REDUCE**

Please turn out all the lights when you are leaving for the day.  
We pay a premium for Electricity. All of the lighting in your room and common areas are 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 these items 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 11 local wineries and ask which ones offer delicious restaurant options.

Visit some of our historical and first nations cultural properties.

### **What we are doing**

All of our cleaning is done chemical free with a patented fiber system from Austria called ENJO [www.enjo.ca](http://www.enjo.ca). ENJO is a carbon neutral company and cleans 6x better than any other cleaning system on the market, giving you a healthy pure clean.

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

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

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

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 are a certified Biosphere Committed Entity through the Responsible Tourism Council.