



HIGH COUNTRY
PROPERTIES.COM
VACATION RENTALS

NORTHSTAR BOOKING TERMS & CONDITIONS

CHECK IN & CHECK OUT

Check-in is 4:00 pm. Keys are to be picked up from Northstar Mountain Village Central Check In, at 1351 Gerry Sorenson Way, Kimberley, BC (See attached map). The central check in office is located in the Alpine Club building which is in the middle of the Village and includes the outdoor pool. Office hours are 9:30 am to 9:00 pm, 7 days a week. Please call our office toll free 1-800-665-1801 on the day of your arrival to advise us if you will be arriving after hours so that we can arrange a late check-in. If our office is closed please call our *emergency cell*: 250-342-1407.

Check-out is 10:00 am. Please lock up the property and return keys to central check in office. There is a key drop for returning keys outside of office hours.

PAYMENT

A deposit for the first night rent plus tax is charged at the time of booking. The balance of the deposit is due and payable 30 days prior to your arrival, or by October 15 for Christmas and New Year's bookings. The final deposit will be automatically charged to your credit card at that time unless another method of payment is requested. If you book within 30 days of your arrival (75 days for Christmas and New Year's bookings) the full cost of your stay will be charged at the time of confirmation. High Country Properties reserves the right to hold a credit card number to cover the cost of any damages to the property due to negligence of the guest. This includes any extra cleaning services required if the property is left in an unreasonable condition.

CANCELLATION

There is a 30-day cancellation policy for most of the year and a 75-day cancellation policy for Christmas and New Year's bookings. If you cancel with 30 days notice or more (75 days notice or more for Christmas and New Year's bookings), your deposit less a **\$53.00 cancellation fee** will be refunded to you. Cancellations made less than 30 days prior to arrival (75 days for Christmas and New Year's bookings) are non refundable.

LIMITATION OF LIABILITY

High Country Properties acts as a rental agent only in respect of the accommodation described. HCP will make every effort to ensure that accommodation is provided as described for the time reserved, or to provide alternate equivalent accommodation. HCP cannot guarantee that the accommodation will be available as reserved, as there are matters beyond its control including but not limited to loss of the accommodation by fire, flood, or other damage, changes of ownership, cancellation of management services, changes in the law, or seizure or other loss of the accommodation property. If no alternative property is available that is suitable for your needs, HCP will refund any deposits and payments to you in full.

Fairmont/Fernie/Golden/Invermere/Kimberley/Panorama/Radium/Windermere

POLICIES

RENTAL AGE REQUIREMENT

Registered occupants must be a minimum of 21 years of age for all properties. At check in, the registered occupant may be required to produce photo ID.

NO SMOKING

All properties are non-smoking. You may smoke outside the accommodation but are responsible for picking up all cigarette butts.

NOISE

You are a guest in a privately owned vacation home in a residential neighborhood. Quiet time is 11:00 pm through 9:00 am. HCP has zero tolerance for undue noise disturbances caused by guests outside of quiet time. In the event that HCP receives a noise complaint, the registered guest will be charged a minimum of \$50 for the required response to this call. If the first warning is not adhered to, there will be an immediate eviction without refund.

EXCESSIVE WEAR AND TEAR

You are responsible for any damage beyond normal wear and tear including carpet/floor stains, interior wall damage, appliance repairs arising from improper use, window and window covering damage, permanent linen stains, dry-cleaning cost associated with stains, breakage, theft, and other damage noted on your departure.

LOST KEYS

You are required to return all sets of keys to the office at check-out. There will be a \$75.00 charge per set of lost keys.

NO PETS

Pets are not allowed in any of the properties. Violation of the no pet policy will result in eviction and a cleaning charge will be assessed.

TELEPHONE

Local calls are free for guests; however, you must use a calling card or phone collect for long distance calls. Free internet stations are available in the central check in office, during office hours.

KITCHEN, LINENS & THINGS

All properties offer full kitchens including microwaves and dishwashers. The kitchens are very well equipped to prepare almost any type of meal for your entire party. Patio furniture and a gas BBQ are also provided. Supplies include tea towels, dish cloths, paper towels, coffee filters, garbage bags, dishwasher and dish soap.

All beds are made up for you with high quality linens, feather pillows and comfortable duvets or bedspreads. Bath, hand and face towels are provided and bathrooms are supplied with toilet tissue, facial tissue and a bar of soap. We do not provide linen or towel changes during your stay but extra supplies can be picked up at the central check in office.

All properties include phone, cable TV, DVD and CD player.

WHAT YOU SHOULD BRING

Extra towels for hot tubs and pool, salt, pepper, coffee, groceries, plastic wrap, shampoo, body wash & lotion, tin foil and personal items (including your hair dryer).

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