



FERNIE BOOKING TERMS & CONDITIONS

CHECK IN & CHECK OUT

Check-in is 4:00 pm. Keys/Ving Cards are to be picked up from **Central Check In**, at **4559 Timberline Crescent**, Fernie, BC. The central check in office is located on the Main Level of King Fir Lodge at Timberline Lodges. The office is open until 11pm in the winter and 6pm in the summer. If you arrive outside of these hours there will be a number on the office door for you to call to check-in. See Map on Last Page

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.

CONFIRMATION

Your confirmation letter, including reservation number, deposit and final payment details will be sent via email by the Fernie Lodging Company, unless otherwise requested. All reservations will be re-confirmed via email within 7 days of arrival. It is your responsibility to ensure the reservation details contained within the confirmation and re-confirmation letters are accurate.

PAYMENT

A 30% non-refundable deposit per property is due at the time of booking. Full and final payment is due 30 days prior to arrival and is also non-refundable. The final deposit will be charged to your credit card at that time unless otherwise instructed by you. If you book within 30 days of your arrival the full cost of your stay will be charged at the time of reservation. **Please Note:** Deposits and final payments must be provided via credit card (VISA, MC, or AMEX) and will be charged by the Fernie Lodging Company.

RESERVATION FEE

A one-time fee of \$11.00+taxes per suite will be charged at the time of booking.

CHANGING OR CANCELLING A RESERVATION

All changes to a reservation must be requested in writing a minimum of 14 days prior to arrival, and will be subject to the following fees:

- Changes made to a reservation where the arrival date remains within the same booking season will be charged a \$50+tax fee per suite.
- Changes requested where the arrival date is unknown, or in a future season will be cancelled, and a credit will be held for 12 months from the original arrival date. The fee for this service is \$250+tax per suite.
- The guest will be liable for full payment if a guest does not arrive on the confirmed arrival date.

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

LIMITATION OF LIABILITY

High Country Properties acts as a rental agent only in respect of the accommodation described above. 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.

POLICIES

RENTAL AGE REQUIREMENT

Registered occupants must be a minimum of 21 years of age for all Timberline Lodges, Bear Paw Lodges and Snow Creek Lodge suites. For Polar Peak Lodges, Thunder Ridge Chalets, Snow Creek Cabins and Resort Homes, registered occupants must be a minimum of 25 years of age. At Check-in, the registered occupant may be required to produce photo ID.

LODGING WAIVER AND SECURITY DEPOSIT

At check-in, a registered occupant will be required to sign a Lodging Waiver which includes the provision of a valid credit card in their own name. This credit card will be charged a security deposit of \$100 per night, to a maximum of \$500 for all Timberline Lodges, Snow Creek Lodge and Bear Paw Lodge suites, and \$200 per night, to a maximum of \$1000 for Polar Peak Lodges, Thunder Ridge Chalets, Snow Creek Cabins and Resort Homes. Guests agree to maintain the property in the same condition it was received upon arrival. Guests are liable for any damages or loss to the premises and the furnishings, equipment and household items that occur during the guest's occupancy.

DOG POLICY

We welcome well-trained and behaved dogs to stay with their owners in designated "dog friendly" suites. There is a \$40 + taxes per dog charge that covers stays from 1-7 days maximum. All dog owners will be required to sign a Dog Safety Damage Waiver and credit card pre-authorization at check-in.

NO SMOKING

All suites, including balconies and common areas are non-smoking. Any violation of the non-smoking policy will result in the loss of the guest security/damage deposit and the possibility of extra cleaning charges.

QUIET TIME

To ensure everyone has a quality sleep, we enforce our quiet time between 11 pm and 7 am. Please respect your neighbors. If it becomes necessary for hotel personnel to contact you regarding your failure to adhere to the quiet time guidelines we reserve the right to have you vacate your accommodations.

BBQ'S

BBQ's, where provided, are located outside. Igniters are available at the Front Desk at King Fir Lodge and at Snow Creek Lodge. Please call the Front Desk if you need assistance. In consideration for other users, please be sure to clean the grill with the wire brush provided when you are finished.

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LONG DISTANCE CALLING

Some of the properties offer free long distance to anywhere in the world. At any of these properties, simply dial 9 and then the telephone number complete with country and area codes. To make long distance calls from properties without the free long distance service you will require a credit card or prepaid telephone card to place a long distance call.

INTERNET CONNECTIONS

In **Timberline Lodges** there is wireless Internet available in all of the Timberline Lodges including the lobby and meeting room in the King Fir Lodge. There is also a computer kiosk located in the lobby of King Fir Lodge for guest use.

In **Snow Creek Lodge** wired high-speed cable Internet service is located in each suite. Please see the front desk if you require a cable to connect to your computer. There is also a computer kiosk located in the Alpine room of Snow Creek Lodge. Each Snow Creek Cabin also has wireless Internet service.

In **Polar Peak Lodges** wireless Internet connection is available for our guests. Selected **Resort Homes** have either wireless or high-speed cable Internet service.

In **Thunder Ridge Chalets** a wireless Internet connection is available for our guests.

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. Supplies include salt, pepper, tea towels, dish cloths, 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 soap.

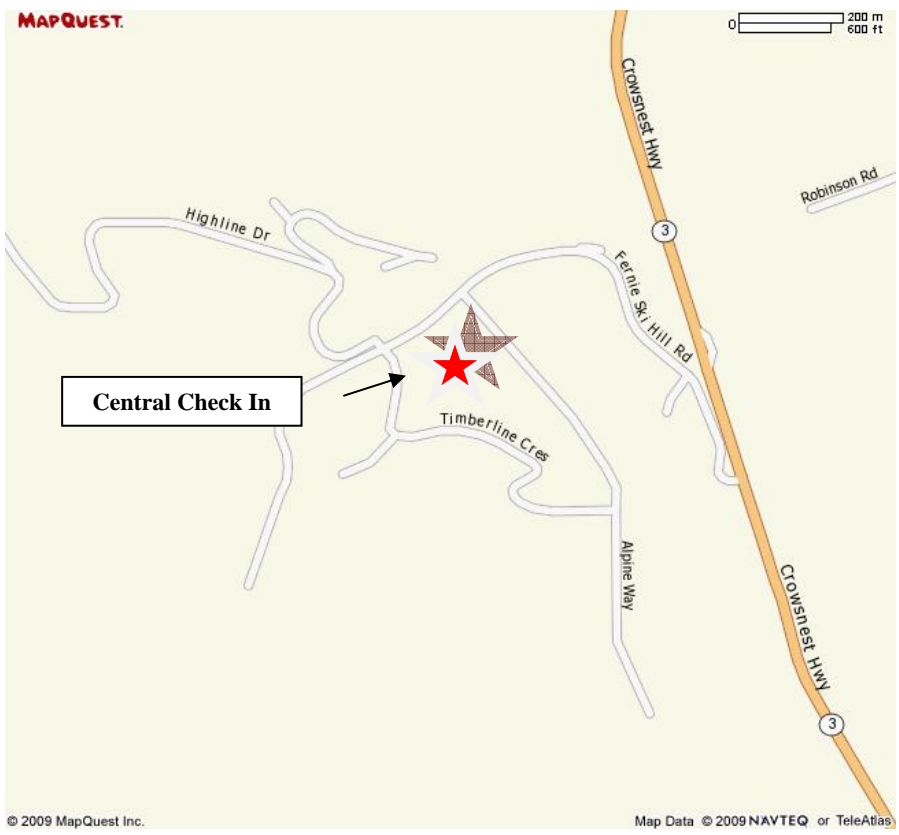
WHAT YOU SHOULD BRING

Extra towels for hot tubs, pools and the beach, salt, pepper, coffee, groceries, plastic wrap, tin foil and personal items (including your hair dryer).

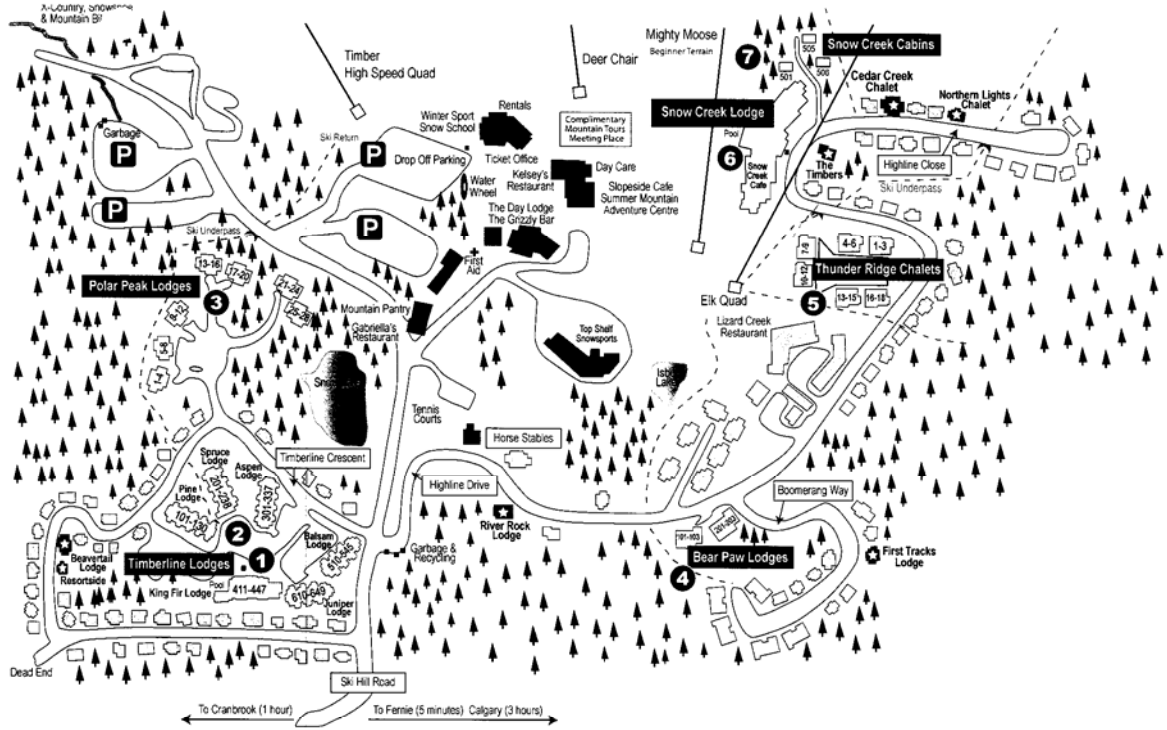
(See Map on Last Page)

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

Address: Box 760, Invermere, BC, V0A 1K0 Ph: 1.800.665.1801 Fax: 250.342.0294 Email: info@highcountryproperties.com



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- 1 Timberline Lodges
Guest Services - Check-in
King Fir Spa
- 2 Timberline Lodges
- 3 Polar Peak Lodges
- 4 Bear Paw Lodges
- 5 Thunder Ridge Chalets
- 6 Snow Creek Lodge
Guest Services - Check-in,
Cafe & Restaurant
- 7 Snow Creek Cabins
- ★ Resort Homes
- Ski-outs
- Shuttle Bus Stops

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