



Kimberley Booking Terms and Conditions

Guests staying in Kimberley will have directions emailed upon confirmation. You will be required to call our office on your day of check-in to receive your property access code or key. Call toll free 1-800-665-1801, or after hours please call our emergency cell #250-342-1407. Winter office hours are 9am-6pm daily with the exception of Friday when we're open until 9pm.

Please Note: Fall office hours (i.e. Oct 10 – Dec 8, 2011) are 9am - 6pm Monday to Friday; and 9am - 5pm Saturday & Sunday.

CHECK-IN/OUT TIMES

Check-in time is 4 pm on the date of arrival. Check-out time is 11 am. Late check-out requests can occasionally be accommodated but must be approved and arranged through our front desk prior to departure day.

***PLEASE NOTE:** In order to release the rental property, renters must have read and agree to the Rental Property Terms & Conditions below, and sign and fax back the ARRIVAL REGISTRATION FORM on page 4.

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 75 days prior for Christmas and New Year's bookings. 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 (75 days for Christmas and New Year's bookings) the full cost of your stay will be charged at the time of reservation. 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.

RATE POLICIES: Rates do not include Harmonized Sales Tax. Current tax rates are: 12% HST; Destination Marketing Fee 2%+HST. Please Note: Tax rates are subject to change without notice. A one-time Property Fee of \$39.75 will be applied to all bookings.

PROPERTY OR DATE CHANGE REQUESTS

Once a reservation is secured with a deposit, property or date change requests can be accommodated subject to availability. If the request is made within 30 days prior to your arrival, a **\$25 administrative fee** will apply. No changes can be made less than 48 hours prior to your arrival date.

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 **\$50.00 cancellation fee plus tax**

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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. However, a credit for the full amount **minus a \$53.00 cancellation fee plus tax** will be held for you and can be applied to another reservation anytime in the 12 month period from the arrival date of the original reservation. Cancellations made less than 48 hours before your arrival date are non-refundable.

GIFT CERTIFICATE - CANCELLATION POLICY

No changes are permitted when a property is reserved using a promotional gift certificate. If you need to cancel your reservation, your security deposit or property fee will be refunded and the gift certificate will be voided.

SECURITY DEPOSIT

Is a minimum of \$500 but may be changed at the discretion of the High Country Properties (HCP). Security deposit may be applied to actual damages caused by the Renter and other occupants associated with the Renter a 15% administrative fee will be applied to all damages. HCP shall apply, account for or refund the Renter's Security Deposit within 7 days following the end of the Term. Unrelated groups under 25 years of age may be required to pay an additional security deposit.

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 \$250 for the required response to this call. If the first warning is not adhered to, there will be an immediate eviction without refund.

RENTAL AGE REQUIREMENT

Each registered occupant 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. Registered occupants must be a minimum of 21 years of age for all Trickle Creek Condos, Willow Vistas and Canadian Mountain Cabins. For "luxury" 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.

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. If no alternative property is available that is suitable for your needs, HCP will refund any deposits and payments to you in full.

ROAD CLOSURE

High Country Properties will make its best effort to have private roads leading to the Property cleared of snow. However, no guarantee will be made that all roads will be considered passable and no refunds will be given based on snow removal, or lack thereof. If the RCMP or Parks Canada closes a road due to heavy snowfall or an avalanche, a credit for the full amount of your reservation will be held for you to use at a later date.

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NO SMOKING

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

BARBECUES

Barbecuing is only permitted at rental properties that provide barbecues. Barbecues must be cleaned after use to avoid an additional cleaning fee of \$50. BBQ brushes are provided at each property.

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.

PETS

Pets may be allowed in the rental property only with advance knowledge and permission of the Property Manager. Pet Fee: \$25 per night, or \$100 for 4 nights or longer.

TELEPHONE AND INTERNET USAGE

Each of the rental units at Northstar Mountain Village and Mountain Spirit Resort has a phone line and complimentary Internet service. A handful of Trickle Creek Condos, Willow Vistas, and Canadian Mountain Cabins have phone lines and Internet service. Please phone our office for details.

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. We do not provide cling wrap, tinfoil, salt, pepper, sugar, or any kind of spices.

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 hand soap. We do not provide shampoo, conditioner, or body lotion. We don't offer daily housekeeping services; however, extra supplies can be dropped off to you.

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.)

***** ARRIVAL REGISTRATION *****

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(Please Fax Back To: 1.250.342.0294)

Name:**Reservation Number:**

Home Phone:	Fax:
Work Phone:	Email:
Emergency Contact:	Phone:

For emergency evacuation and security purposes, please list the names of all the members of your party:

1.	2.
3.	4.
5.	6.
7.	8.
9.	10.
11.	12.
13.	14.
15.	16.
17.	18.

I (print name) _____, have read and accept the above Rental Property Terms & Conditions and accept that charges for ***incidentals, damages, noise disturbances, and or additional services*** may be directly deducted from the \$500 Security Deposit that will be pre-authorized on the Renters Credit Card. In the event of any damage or missing items, the renter also authorizes High Country Properties to recover all damages and associated fees via the Renters Credit Card.

Guest Signature: _____

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