

## **Terms & Conditions**

### **COASTAL LAVENDER BED & BREAKFAST LTD.**

Coastal Lavender B&B LTD. (Hereinafter known as the B&B) property is reserved for guests only, no unregistered visitors are allowed without approval.

The B&B is an adult-oriented accommodation for those wishing a quiet and relaxing retreat. The B&B is not equipped for infants, toddlers, or children under 12 years old. Children under 18 who accompany guest are under the guest's responsibility and the B&B may not be able to accommodate their stay.

#### **Release and Waiver of Liability**

Upon or before check-in, guests age 18 and over must sign our *release & waiver of liability* form and children under 18 must be listed.

#### **Reservations, deposit, taxes, and payment processing**

Reservations by credit card are required. We require the same credit for both the deposit and the final balance.

We are sorry we cannot accommodate walk-ins and we are unable to process cash payment on premises.

All room rates are subject to federal, provincial, and local taxes.

Deposit of \$150 by credit card is required at check-in.

Reservation for a Group (booking of all 3 rooms) can only be made with a 50% deposit.

Only Gift Certificates originating from our B&B will be accepted.

#### **Check-in, check-out**

Check-in from 4:00 PM to 9:00 PM.

Late arrival (no later than 10:00PM) or early check-in (no earlier than 2:00PM) are subject to approval \$25 fees will apply.

Check-out from 7:00 AM to 11:00 AM Late (no later than noon) are subject to approval \$25 fees will apply.

Baggage storage service is subject to approval \$25 fees will apply.

#### **Cancellation Policy**

If your reservation is made over the phone, through our online booking form, or from a third party booking service, cancellation policy is stated at the time of purchase and will be enforced according to those terms.

#### **Room occupancy**

Room occupancy limits are not to be exceeded.

Standard/Deluxe Queen room max occupancy is 2 guests.

Deluxe Double Queen room max occupancy is 4 guests (including one child subject to approval, fees apply).

### **Child/infant**

Our property does not meet all the childproofing standards for child under 12 years old. We are comfortable welcoming children between 12 and 18 years old as long as parents are mindful, reasonably and able to prevent their child from reaching unsafe areas or objects and respectful of the quietness of the property. The child is not allowed alone in the property without the presence of a responsible adult.

### **No smoking Policy**

Our B&B is a smoke-free residence; no smoking in the entire property, including patio, decks, grounds, parking area. There is no smoking designated area on our property. Evidence of smoking in the property will result in \$50 charge outdoor and \$250 indoor for cleaning and odour management. This policy applies on Vapor cigarettes and all kind of smoking substances.

### **Quietness-Soundproofing**

Ladysmith/Saltair is usually a quiet rural coastal location.

The house walls and ceilings have extra soundproofing and there are quiet hours in our B&B between 10pm and 7am. However, there may be some unpredictable noise out of our control due to temporary construction work, landscaping tools, freighters sent by Vancouver Port to anchor in our bay, or neighbours events. We are not able to guarantee for sure a quiet room, although, most of the time, Saltair area is pretty quiet.

### **Pets**

Due to our residence layout, we cannot accommodate pets. Pets are not allowed to be kept in cars on our property as per Health regulations.

### **Parking**

Guest parking for standard size cars is complimentary and located at the front of the property. We are sorry we cannot accommodate RVs and oversized vehicles at this time.

Parking is not allowed after checkout except upon approval.