

Reservation Policy

Check-In Time 04:00 PM | Check-Out Time 11:00 AM

Please take the time to review all policies prior to your stay. If you have any further questions about these policies, please feel free to contact us. By booking the property, guests are hereby agreeing to its terms and conditions set below.

A printed copy of these policies and rules can be found in the information handbook located in the kitchen of each property.

Hot Tubs

- All properties at Coastal Retreats are equipped with a hot tub that is intended for the personal use of the registered guest and his/her registered party only and not for visitors, no exceptions. Should any of these policies/rules not be respected, **additional charges will be applied to the card on file**. These charges can range from a minimum \$200 to \$600 or the property replacement value, whichever is greater. The charge for a forced mandatory drain and refill causing no interruptions in the next guests stay is \$200. However, if there is a same day check-in and the hot tub is rendered unusable for the next guests, the card will be charged the cost of a one night stay. All additional charges outlines in these policies will be subject to applicable taxes for the property in question.
- Additional charges may apply in the case of miss-use and any contaminants (soap, deodorant, hairspray, fake tan, body cream, make-up, shampoo, cigarette butts, alcohol, pee, food, broken glass, candles, flower pedals, etc.) are detected in the hot tub upon check-out. This includes exceeding the maximum limit of people in the hot tub which can cause water in the to overflow. If the tub loses too much water, the tub will not be able to self-clean and the chemical balance will be interrupted. Correcting this imbalance can take up to 24hrs. If this happens, the registered guest will be billed for all labor, supplies and parts cost to correct this issue.
 - **Number of Person in Hot tubs:**
 - *Lodge's Loft: 6 Person*
 - *Lodge's Landing: 8 Person*
- Any damages to the lid, vinyl cover, lifting system, – controls or filtration will be charged accordingly.
- Whenever the hot tub is **not in use**, the cover must be kept closed. Doing so conserves energy and prevents debris and bugs from floating in. Failing to cover the hot tub when not in use or turning down the temperature down to cold may also result in additional charges.

Reservation Policy

Check-in Time: 16:00 (4:00pm)

Check-out Time: 11:00 (11:00am)

- For the convenience of our guests, each property is equipped with a self-check-in and a self-check-out procedure. On the day of arrival, the registered guest will receive their personalized door code for the reserved property.
- Due to the housekeeping schedule, early check-in and late check-out requests cannot normally be accommodated. However please feel free to check with management regarding the specific dates in question.

Pet Policy

- Though we love animals here at Coastal Retreats, we are unable to accommodate pets of any kind at any of our properties. Should these rules not be followed, a minimum \$200 fee plus applicable taxes will be charged to the card on file for any additional cleaning cost associated with this breach. These rules are in place to protect not just our properties and cleaning staff but also future guests that may suffer from pet allergies. We strive to offer our guests the best experience possible and full cooperation would be greatly appreciated.

Payment Policy

- Credit Cards used to hold the reservations will be charged the total remaining stay's fee after the cancellation policy period and prior to the Check-in day.

Visitors Policy

- Visitors are not permitted unless first cleared by management. Failure to abide by these rules may result in the registered guests being asked to leave the property immediately and additional charges may apply.

Maximum Occupancy Policy

- **Lodge's Loft** amenities are based on a maximum occupancy of eight adults/children and a sleeping area for two additional children off the master suite. The hot tub has a maximum occupancy of 6 people.
- **Lodge's Landing** amenities are based on a maximum occupancy of eight adults/children in total. The hot tub has a maximum occupancy of 8 people.
- Any person over the age of two is included in the total body count.

Smoking Policy

- All properties at Coastal Retreats are **Smoke-Free** cottages and therefore, smoking is prohibited inside either of the properties. The Policy also applies to medical marijuana. However guests are more than welcome to smoke outside the properties on one of the attached decks. We also ask that all butts are disposed of within the outdoor ashtrays provided. Failure to do so may result in an additional cleaning fee.
- For safety and to assure that the property is not exposed to items or actions that create an odor that is difficult to remove, smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cigars, etc. inside the properties are not permitted. Failure to respect this policy will result in a minimum of \$200.00 cleaning fee plus applicable taxes will be applied to the registered guest's credit card.

Damages

- You will be responsible for any damages to the home, furnishings, property or equipment by yourself or your guests. The credit card on file will be charged for damages incurred plus the applicable taxes.

Deposit

- No deposit is required to book, however 100% of the booking price is required to reserve your stay.

Minimum Stay

- Please note that our Vacation Home's require a **minimum night stay of 2 nights**. One night stays may be accommodated on a case by case basis, please contact us with your requests.

Cleaning Fees

- **Lodge's Loft** has a one time cleaning fee of \$80 plus applicable taxes that will be applied to the total cost of your reservation.
- **Lodge's Landing** has a one time cleaning few of \$80 plus applicable taxes that will be applied to the total cost of your reservation.

Cancellation Policy

- Reservations that are canceled a minimum of seven days prior to check-in date will not be charged any cancellation fee.
- Reservations canceled within seven days and up to 48 hours (Atlantic time) prior to the check-in time (16:00) of the arrival date, will be charged a 50% of the overall reservation. If reservations are canceled less than 48 hours (Atlantic time), prior to the check-in time (16:00) of the arrival date, the credit card on the file will be charged the full two night minimum rate. If the reservation is for more than two nights, the subsequent nights will be charged at 50% of up to five additional nights and the remaining balance of the reservation will be canceled. All additional charges are subject to applicable taxes.
- Reservations that are canceled at anytime before the booked date is subject to a 3% Charge. Related to management and credit fees.