



## Policies

It is important that all our guests take the time to read and understand our policies. Please review them carefully.

We have established these policies to ensure that each guest has a positive experience with safety and well-being as a core focus. Thank you.

The Bruce Peninsula is recognized as a 'Biosphere Reserve'. This designation is awarded by the United Nations that recognizes globally significant terrestrial or marine ecosystems where permanent residents, farmers, cottagers, businesses and government have made a commitment to living and working in harmony with nature. We take this role seriously and respect the environment where we have the privilege to live and enjoy.

## Reservation Policy

Check-In Time: 3:00 PM Check-Out Time 11:00 AM

**\*NOTE: There is a two-night minimum stay with the exception of long weekends where a minimum three-night stay will apply.** The online reservation system will only allow you to book these exceptions on our website.

## Cancellation policy

Cancellations must be received up to one week prior to arrival date so as to avoid any penalties. Cancellations after this time are subject to one night's room charge, or alternate penalties applies to special packages or promotions.

**Please Note:** A \$25 cancellation fee will be withheld on all reservations to cover third-party booking administration fees.

## Payment

Full payment is made at the time of booking through our website. We use [PayPal](#) as a secure third-party vendor, this is a safe, secure and convenient solution, which accepts all forms of payment. You do not need a PayPal account to use this as a payment option. If you do have a PayPal account you can use your PayPal balance, visa debit card, credit card etc.

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## **Smoking Policy**

- **Non-Smoking:** On The Rocks Guest is a Non-Smoking Inn.
- **No smoking is allowed inside the Guest Inn, this includes the outside decks and balconies off the guest suites.**
- Smoking is allowed in designated smoking areas. We ask that you please be considerate of other guests.
- On The Rocks Guest Inn, reserves the right to charge the credit card on file the equivalent of one-night stay to cover off the cost of cleaning, and/or replacing any damaged furniture etc. if determined that a guest has violated this smoking policy. Smoking includes any burning substance include vaping and e-cigarettes.

## **Privacy Policy**

- On The Rocks Guest Inn, we are dedicated to protecting your privacy and safeguarding your personally identifiable information.
- Our main purpose in collecting your personal information is to provide you with a streamlined experience in making a reservation. We only collect information that we consider necessary for achieving this. No personal information is collected unless you make a reservation with us. Personal information that you provide us will only be used to manage your reservation, and will not be disclosed to anyone else.

## General Policies

- **Pets:** Although we are animal lovers ourselves, we do have a **No Pets** policy.
- **Occupancy:** All suites are 2 people maximum occupancy. No sleeping bags or cots etc. can be brought as supplementary sleeping arrangements.
- **Noise:** Please make as little noise as possible between 9 p.m. and 8 a.m. to avoid disturbing other guests.
- **Parking:** One parking space is available per room.
- **Scents:** To be respectful all of our guests, we ask that you do not use strong scents, such as essential oils, perfumes, cologne etc.
- No 'burning' candles.
- No essential oil diffusers.
- **Adult Only:** On Rocks Guest Inn is an adult only Guest Inn, with a minimum age of sixteen (16).
- Unfortunately, we are not wheelchair accessible. Access to all suites is by stairs.