

# WEST COAST ACCOMMODATION

## Booking Policies and Rental Agreement

The following general and rental policies are in place to ensure what we hope to be a harmonious balance between valued guests, our accommodations, and the community of Tofino.

### Amenities

*Bed & Bath Linens* All rental units are fully equipped with good quality bed linens and bath towels, hand towels, facecloths and bathtub and shower mats. We do not provide beach or pet towels.

*Kitchen* Our suites are self-contained and have kitchens equipped with cookware, glassware, flatware and utensils, coffee maker, microwave and toaster. We have propane BBQs, and propane is provided. Dishcloths and dishtowels are provided as are paper towels, dish soap, and dish washer detergent. A starter supply of coffee, tea, sugar and whitener are included with each rental.

*Bathroom* A starter supply of soap, toilet paper and kleenex is included with each rental.

**Housekeeping** There is no housekeeping service during your stay, there is a one time cleaning fee that is charged to all rentals. Housekeeping service can be requested with sufficient notice @ \$30.00 hourly per person plus tax. Please ensure that the dishwasher is loaded and turned on and that garbage is disposed of before your departure. For the Cabin without a dishwasher, please ensure dishes are thoroughly washed and put away before your departure. WCA recycles! A recycling bin is provided for each property.

## **Rental Policies**

**Making a Booking** At the time of booking a rental unit, a deposit of 50% of the rental cost will be charged to your credit card or can be sent by cheque to WCA. The balance of the accommodation rental fee and pet fee where applicable is payable 30 days prior to your arrival and will be charged to your credit card or can be mailed by cheque. If you book within 30 days of your arrival the full cost of your accommodation is charged at the time of booking or can be sent by cheque.

WCA requires a valid credit card number at the time of booking.

**Minimum Rental Period** There is a 2 night minimum stay required in all rental units. Upon booking your rental unit, WCA will prepare a tenancy agreement outlining the terms and tenancy period of your rental and send it to you.

**Payment** We accept payment by cash, cheque, or credit card. Payment may be made by cheque or Money Order provided full payment is received 30 days prior to arrival. Payment by cheque or Money Order must be in Canadian funds.

**Cancellation** There is a 30-day cancellation policy. If you cancel with 30 days notice or more your deposit less \$40.00 will be refunded to you. If you cancel with less than 30 days notice the entire cost of your booked accommodation rental is forfeited.

**Noise** Quiet Time is 11:00 pm through 8:00 am. Please respect the quiet enjoyment of your neighbors!

**Excessive Wear and Tear** The person making and paying for the rental of accommodation is financially responsible for the cost of repairs arising from any damage beyond normal wear and tear including but not limited to carpet/floor stains, interior wall damage, appliance repairs arising from improper use, window and window covering damage, permanent linen stains, dry cleaning costs associated with stains, breakage, theft, and any other damage noted on departure incurred, sustained or brought by any person occupying or using the accommodation.

**Keys** You are required to leave all sets of keys upon departure. There will be a \$25 charge to replace any lost keys.

**Pets** Pets are welcome. There is a pet fee of \$50 per pet. Dogs are required to be on leash pursuant to the Tofino Leash Bylaw at all times when on beaches, trails, roads, etc. Tenants are responsible for picking up and disposing of pet poop at all times. **Pets must not be left unattended in or at the accommodation at any time during your stay!**

**Excessive Cleaning** If additional housekeeping is required above and beyond the normal time allotted for each rental unit you will be charged at an hourly rate of \$30 per person for each additional hour of housekeeping required. To avoid excessive cleaning fees please ensure that:

- the dishwasher is loaded and turned on
- any remaining dishes are thoroughly washed, dried and put away
- your garbage is disposed of (each suite has an info sheet advising tenants where to dispose of their garbage) and your recycling is organized

**Late Departure Charge** Departure time is 11:00 am on the last day of the tenancy agreement. Any late charges resulting from an unscheduled late departure will be charged back to your credit card.

**Smoking** For your health and enjoyment, all accommodations are non-smoking. A \$200 Smoking Fine will be charged to your credit card if you smoke inside the accommodation. You may smoke outside the accommodation but are responsible for picking up and disposing of your cigarette butts.

**Permitted Occupants** Each accommodation has a maximum number of permitted guests as indicated on our website. If you arrive with more than the permitted number of guests, or have more than the permitted number of guests at the accommodation at any time, WCA reserves the right to cancel your booking and the cost of your accommodation rental will be forfeited.

**Parking** If you bring more vehicles than what the property can accommodate, you are responsible for locating additional public parking space.

**Renting with Respect** We hope you enjoy the rental units at West Coast Accommodation, and we ask that you please respect the other tenants on the property and treat the accommodation with dignity at all times. Please respect our local culture, wildlife and residents. Be mindful of our local bylaws, speed limits and conservation of our resources. Thank you for renting with respect!

**Weddings, Events and Gatherings** The property is located in a residential area, therefore we do not normally allow our property to be used as a venue for events including weddings, receptions, reunions or gatherings for more people than what the property can accommodate. This policy is in place to ensure quiet enjoyment of neighbours, minimal wear and tear and parking issues. Please inquire about these rental descriptions.

**Limitation of Liability** WCA will make every effort to ensure that the accommodation is provided as described for the time reserved, or to provide alternate equivalent accommodation. WCA cannot guarantee that the accommodation will be available as booked, as there are matters beyond its control including but not limited to loss of the accommodation by fire, flood, earthquake, tsunami, or other damage, changes of ownership, termination of management services, changes in the law, or seizure or other loss of the accommodation property. Beyond a refund of all payments made, WCA assumes no responsibility or liability arising out of the accommodation not being available or suitable. WCA assumes no responsibility or liability for injury, loss or damage arising out of the use or occupation of the accommodation.

**Acceptance of Rental Terms** By proceeding with a rental of accommodation provided by WCA, you are acknowledging that you have read, understood and accept the rental policies, that you agree to pay the accommodation costs and associated fees, and you agree to the limitation of WCA's liability.