

## **WEST COAST ACCOMMODATION**

### **Booking Policies and Rental Agreement**

The following general and rental policies have evolved over the years of managing our Vacation Rental in response to rental issues. Ultimately our 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 Suites 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. Dishclothes and dishtowels are provided as are paper towels, dish soap, dish washer detergent, and a starter supply of laundry detergent. A starter supply of Coffee (regular & decaf), 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. Housekeeping service can be requested with sufficient notice @ \$25.00 hourly per person plus tax. WCA provides full housekeeping on departure however we do ask that the dishwasher is loaded and turned on and that garbage is disposed of before you check out. For the Cabin without a dishwasher, please ensure dishes are thoroughly washed and put away before you check out. WCA recycles! A recycling bin is provided for each property.

##### *Payment*

We accept payment by Visa or MasterCard. Payment may be made by cheque or Money Order provided full payment is received 14 days prior to arrival. Payment by cheque or Money Order must be in Canadian funds.

#### **Rental Policies**

##### ***Making a Reservation***

At the time of reservation, a deposit of 50% of your accommodation cost will be

charged to your credit card or can be sent by cheque to WCA. The balance of the accommodation cost and pet fee where applicable is payable 14 days prior to your arrival and will be charged to your credit card or can be mailed by cheque. If you book within 14 days of your arrival the full cost of your accommodation is charged at the time of reservation or can be sent by cheque.

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

### ***Cancellation***

There is a 14-day cancellation policy. If you cancel with 14 days notice or more your deposit less a **\$40.00 Cancellation Fee** will be refunded to you. If you cancel with less than 14 days notice the entire cost of accommodation is forfeited.

### ***Noise***

Quiet Time is 11:00 pm through 8:00 am. If we receive a noise complaint from neighbouring residents or guests arising from excessive noise after 11:00 pm or before 8:00 am WCA may at its sole discretion charge you a \$150 Noise Fine. WCA has a zero tolerance for any noise disturbances caused by guests. Please respect the quiet enjoyment of your neighbours!

### ***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 at check-out. There will be a \$25 charge to replace any lost keys.

### ***Pets***

Pets are welcome at pet-friendly designated Suites. For those guests bringing pets, there is a pet fee of \$10 per day plus 5% GST per pet. Dogs are required to be on leash pursuant to the Tofino Leash Bylaw at all times when on beaches, trails, roads, etc. Guests 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 accommodation you will be charged at an hourly rate of \$25 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 guests where to dispose of their garbage) and your recycling is organized

### ***Late Departure Charge***

Check-out time is 11:00 am. Any late charges resulting from an unscheduled late check-out 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, depending on the number of sleeping units, as indicated on our website. Tents, campers or trailers are not permitted. 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 reservation and the cost of your accommodation rental will be forfeited.

### ***Vacationing with Respect***

We hope you enjoy the Suites at West Coast Accommodation, and we ask that you please respect the other guests 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 vacationing with respect!

### ***Weddings, Events and Gatherings***

The property is located in a residential area, therefore we do not 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.

### ***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 reserved, 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 in its capacity as a rental agent, 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.