

On The Rocks Guest Inn



Policies

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

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-10 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.

Payment

A 50% payment is required 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. We also use the Square Point of Sale (PoS) system, which is also a secure convenient payment platform.

***NEW – Municipal Accommodation Tax (MAT).** Effective January 1, 2025, as per By-law 2024-23, the Municipal Accommodation Tax will be expanded to include bed and breakfasts, and other establishments providing transient lodging in all, or part of a dwelling are required to collect and remit the Municipal Accommodation Tax on accommodations of 30 days or less. **The MAT applies only to the accommodation charge** and not associated charges, such as food (breakfast) and other incidentals. The MAT will be applied to your bill at the time of your check-out.

Cancellation policy

Cancellations must be received **14-days prior to arrival date** to avoid any penalties.

Please Note: A \$25 **cancellation fee** will be withheld on all cancelled reservations to cover third-party (i.e., PayPal, Square etc.) booking administration fees.

If you cancel 14 days or more in advance of your first night's stay, your deposit will be fully refunded, minus the cancellation fee.

If you cancel within 14 days of your first night's stay, **your 50% deposit will not be refunded.** However, if we do re-book any portion of your reserved accommodation, we will refund that portion of your deposit.

If you cancel on or after the day of your scheduled arrival, we will charge you the full amount of your scheduled stay.

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 the decks and balconies off the guest suites.**
- Smoking is allowed in designated smoking areas, which is the fire pit area. We ask that you please be considerate of other guests.
- 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 10 p.m. and 8 a.m. to avoid disturbing other guests.

- **Parking:** One parking space is available per room. If you are pulling a trailer or require something other than a standard vehicle space, you must call prior to your arrival, we will try to accommodate your request, which is not guaranteed.
- **Scents:** To be respectful all of our guests, we ask that you do not use strong scents, such as essential oils, perfumes, cologne etc. This includes essential oil diffusers.
- No 'burning' candles.
- No use of essential oil diffusers.
- **Open camp fires:** We have a fire pit where we enjoy camp fires with our guests. All fires must be managed by On The Rocks Guest Inn owners, which means starting and extinguishing the camp fire. This is both a safety issue and an insurance concern.
- **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.
- **Waste & Recycling:** Because of our location and the proximity to Georgian Bay, our Guest Inn is supported by a sophisticated waste treatment process. We kindly ask that you dispose of sanitary products, facial tissues and other manufactured items, even if they advertise as 'flushable', in the waste cans provided; **please never flush them.** Place any recyclable plastic, paper, cans and glass in the blue recycle bin located in your suite.
- **No Feeding Wild Animals:** For your safety and for the health of the animals, please do not approach or feed wild animals on or around the property.
- The use of outdoor cooking equipment, i.e., barbeques is prohibited on the Guest Inn property.
- Please use the designated area in the Guest Inn, (the breakfast bistro) to eat any prepared foods, we will provide plates and cutlery etc.