

Dear Guests

Our desire is for you to have the very best experience of the Greenwater Lake area and our accommodations, dining and other services. To assist us in delivering you that experience we have developed the following policies and guidelines which we respectfully request that you adhere to before, during and after your stay.

Arrival and Departure

Check-in time is from 2.00 pm

Check-out time is prior to 12.00 noon

Early check-in or late check-out is available and rates are available on request. We would appreciate your advising us if you expect to arrive after 6.00 pm at the time of reservation or by calling us in advance at + 1 (306) 278-2992.

Restaurant and Bar Operating Hours

A Full menu is available throughout the day and:

- Breakfast is available from 8.00 to 11.30 am each day
- Dinner is available from 5.30 to 9.00 pm
- We serve alcohol and liquor from 10AM to close daily.

Accepted Payment Methods

We accept MasterCard, Visa, JCB and American Express as well as cash and Interac payment.

Cancellation

Bookings cancellation policy

When you book we will ask you for a credit card number and expiry date to secure the booking. We will only use this card in the event of a late cancellation.

Policy for a booking of 1-2 rooms/cabins – We will accept your cancellation without penalty up to 48 hours before your arrival. This is defined as being before 2pm (our check-in time) two days before you are due to stay.

Policy for a booking of 3 or more rooms/cabins – We will accept your cancellation without penalty up to 4 days before your arrival. This is defined as being before 2pm (our check-in time) 4 days before you are due to stay.

What if you have to cancel?

In the event you cancel your booking inside the cancellation period we will attempt to fill your room. If

your room cannot be filled, we will debit your card with the cost of your stay less any nights your room has been filled.

Rates and Minimum Length of Stay Requirements

Our rates vary by room type, availability, day of the week and season; weekends and Summer dates are always in high demand. During periods of high demand we may apply a requirement for a Minimum Length of Stay of at least two nights.

Gratuities and Service Charges

Tips and gratuities to our team members are at our guests discretion and we do not apply any compulsory service charges

Smoking

We do not permit smoking within our guest rooms or within enclosed public areas; there are ample terraces and outdoor areas throughout the property. A sanitisation fee of one additional night's accommodation will be charged where smoking occurs within a guest room.

Parking and Vehicles

Parking is available on site and is free of charge. Whilst every care is taken, we accept no responsibility for any theft or damages to vehicles that may occur while moving or parked on our premises

Small Pets and Dogs

We recognise that pets are like family and are welcome. We have a limited number of cabins that are suitable for guests travelling with pets; please contact us for current rates. Pets must be kept on a leash when on hotel grounds.

Special Assistance

We aim to do our best to accommodate guests with a disability. We have a limited number of wheelchair accessible guest rooms with showers. Most common areas of the hotel are also accessible by wheelchair. Should you require special assistance of any kind, please let us know in advance so that we can assure that your visit is hassle-free and memorable.

Communications and Privacy

If you contact us by email, fax, standard mail or through this website you agree to allow us to contact you in the future and that this may include promotional material regarding upcoming events, special offers or general information. We will never use your name and information for any other purpose nor provide it to any other party without your prior permission. Any communication that we may send you

will include the opportunity for you to unsubscribe.

Group Bookings

If guests requiring five or more rooms are travelling together we request notification in advance so that we can assist our guests to check-in in the best possible manner. We like to personally welcome all group members and to provide the utmost and friendly and personal service. We welcome the opportunity to assist your party with advice on local activities, events and entertainment and special experiences.

Environmental Policy

We constantly challenge ourselves to provide the right environment for our guests and team members through the promotion of environmental awareness. We train our team members to incorporate good environmental practice in all aspects by periodically reviewing our practices, procedures and objectives.

Disputes and Claims

Any controversy, dispute or claim arising out of or in connection with these hotel policies shall come under the jurisdiction of Saskatchewan.

Changes to Hotel Policies

These Policies are subject to change without notice – latest update 9 March 2008.