

## **Age & Identification Requirements | Guest Registration**

All guests must be 21 years of age or older.

Our property does not have a front desk, however, we are still required to verify a few details, such as your ID, credit card, and vehicle information. All guests must provide photo identification with a valid credit card, in the same name as the reservation, as well as vehicle information during online/mobile registration.

Alternative arrangements can be made for those who'd prefer to verify these items in person.

## **Early Check-In | Late Check-Out**

Check-In time: 4:00 pm (MT) | Check-Out time: 11:00 am (MT)

Both early check-in and late check-out can not be guaranteed. Both may be arranged at time of booking, based on availability, for an additional fee.

## **48-Hour Cancellation Policy – Standard Rate & Book Online & Save 10%**

Reservations booked directly with RAR may cancel their reservation, for no charge, 48 hours before check-in unless reservation was made using a prepaid/advanced booking rate.

Any reservations cancelled within 48 hours of check-in will be charged for one-nights stay minus applicable taxes. Reservations with multiple rooms booked will be charged for one-nights stay, minus applicable taxes, for each room that is cancelled.

Changes made to reservations not booked directly with RAR Golden must be made through your original booking agent and are subject to their cancellation/change policies.

A change in the dates or length of your stay may result in a rate change.

## **48-Hour Cancellation Policy – Prepaid Reservations | Non-Refundable Rate**

Prepaid rates will be charged to the provided credit card within 48 hours of making the reservation. If the payment is unsuccessful, RAR reserves the right to modify the reservation to the current base rate or cancel the reservation.

Date changes will be allowed to be made to the reservation up to 48 hours before check-in but may result in a change to the overall cost of the reservation. A change resulting in a lower cost will forfeit the difference from original prepayment. A change resulting in a higher cost will result in the additional cost being charged. No changes can be made to the reservation within 48 hours of check-in and cancellation of reservation will result in forfeiture of the prepayment.

## Early Departure

Guests wishing to make changes to their reservation after their arrival, such as early departure, will be charged one nights stay, plus applicable taxes, unless the reservation was made using the prepaid non-refundable rate.

Guests wishing to make changes, that have booked using a non-refundable rate, will forfeit the full amount of their reservation.

## Parking

Parking for one small car, SUV or light truck, per room, is included with the reservation.

The parking lot is owned/maintained by the Town of Golden and can be found at the end (east side) of 9th Ave. N., and a limited number of stalls have been reserved for guest use.

A permit is required to be displayed in your vehicle while parked in the lot and can be located inside your room. Please be sure to leave the permit in the room upon checkout. **An additional fee of \$25 will be applied for any unreturned permits.**

Guests with more than one vehicle may park their additional vehicles on the street in front of the building, however, the vehicle must be moved before 10:00am or a violation ticket may be issued for exceeding the designated time limit.

We ask that guests only use street parking if no other parking is available as customers from neighbouring businesses are not permitted to use the designated lot.

Existing bylaws do not allow for overnight parking of RV's and/or vehicles with other types of trailers in the downtown core, and may result in a violation ticket.

RAR is not responsible for any violation tickets issued to guests who have contravened Town parking bylaws.

## Lost or Stolen Items

RAR is not responsible for any items lost or stolen during your stay. RAR strongly recommends guests obtain third-party travel insurance, from a reputable company, to cover against any losses.

## Pet Policy

Pets are not allowed. An additional cleaning fee of \$250.00 will be charged should it be determined that pets were brought into guest rooms, or common areas.

Registered guests are responsible for ensuring any additional guests adhere to this pet policy.

Provincially registered service animals are exempt from this policy, however, guest must provide proof of registration during the check-in process.

## **Prices and Taxes**

Prices are based per room per night and all reservations are subject to: 5% GST, 8% PST and a 3% Municipal and Regional District Tax (MRDT).

A credit card is required for all bookings and a deposit of \$250.00 plus your room charges will be placed on the credit card upon arrival.

## **Smoking Policy**

Smoking, vaping or use of e-cigarettes is not allowed on the property, **including the outdoor patios**. An additional cleaning fee of \$250.00 will be charged should it be determined that guests were smoking on the property.

The adjacent riverwalk is a public space and is classified as a park, therefore smoking of cannabis on the riverwalk is prohibited by law.

RAR is not responsible for any enforcement action or fines issued to guests who contravene any laws.

Registered guests are responsible for ensuring any additional guests adhere to this smoking policy and or laws.

## **Traveling with Minors**

Parents are responsible for the conduct of their children at all times while on the property.

## **Use of Personal information**

RAR is committed to protecting the privacy of our guests. Information collected is used solely for the purpose of providing services both prior to and during your stay.

Contact information may also be used for future promotional offers.

No personal information is shared with third party providers, without prior consent from you.

## **Accessibility**

Please contact us directly by phone at 250-272-1212 to discuss accessibility requirements. Although we will try our best to accommodate all guests, an accessible room can not be guaranteed.

## **Dispute Resolution/Problems**

Should an issue arise either prior to or during your stay, please contact guest services either by using the messaging app provided at the time of booking, or phone our reservations line at 250-272-1212.

These channels are also available to you should an issue arise after you've checked out.

Alternatively, you can reach the general manager by email: [gm@rargolden.ca](mailto:gm@rargolden.ca)