

**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.

**Age & Identification Requirement**

All guests must be 21 years of age or older. All guests must provide photo identification during online/mobile registration. Alternative arrangements can be made for alter those unable to upload ID prior to arrival.

**Cancellation | Modifying Your Reservation**

A departure date will be confirmed both upon the original booking and your arrival.

Those guests who have booked directly with RAR Golden may cancel their reservation, for no charge, 24 hours before check-in unless reservation was made using a prepaid/advanced booking rate.

Any reservations cancelled within 24 hours of check-in or cancelled when using the prepaid rate will be charged for one-nights stay minus applicable taxes.

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.

Those guests wishing to make changes to their reservation, such as early departure, will be charged one nights stay, minus any applicable taxes.

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

**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)

**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.

### **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.

### **Parking**

Assigned outdoor parking is located just a few steps from the property. Each guest will be assigned one stall per room, per stay, and must display a permit. Additional street parking is also available from 6:00 pm - 9:00 am, based on availability.

### **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.

### **Prices and Taxes**

Prices are based per room per night and all reservations are subject to: 5% GST, 8% PST and a 2% Municipal and Regional District Tax (MRDT).

A credit card is required for all bookings and a deposit of one-nights stay is required at time of booking.

Full payment for reservation must be made at check-in

### **Smoking Policy**

Smoking 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.

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

### **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.