



1993 Lonsdale Road
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Policies

In effort to provide quality and timely service to our clients and to our in-house guests it is important that we organize and maintain a schedule. For these reasons we prefer to 'work by appointment' as much as possible. As is common in human hotels and doctor's offices, for example, notice to cancel or change a reservation/appointment is expected.

Cancellations

Cancellations require a MINIMUM of 48 hours notice, prior to reservation check in, or a cancellation fee of \$50.00 + HST in lieu of notice will apply.

Check Outs prior to reserved time

Early Check Outs require a MINIMUM of 48 hours notice, prior to reservation check out, or an early check out fee of \$50.00 + HST in lieu of notice will apply.

Deposits

In order to confirm your reservation you must pay a deposit of \$56.50
Deposits can be paid in person by Visa, MasterCard, Debit or Cash or you may telephone with your credit card information.

Day Boarding

Day boarding hours are anytime from 8am to 6pm. Check out by 6pm qualifies for the day boarding rate. Check outs later than 6pm (from 6pm to 8pm) will incur the full overnight rate. We need access to the suite by 6pm to clean and sanitize to make it available for an overnight- stay check in.

Daily check-in and check-out hours are from 8am to 8pm by appointment. No check in or out on Christmas Day or New Year's Day. Thank you for your cooperation and understanding.