



**10-860 Quesnel Rd
Sturgeon Falls, ON
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Fax: (705) 753-0123
riverside@vianet.ca
www.rbriverside.ca**

POLICIES

Our mission is to ensure that each and every guest enjoys their vacation with us and experiences life on the river. Due to insurance restrictions and local, provincial and federal laws we have compiled the following policies to ensure the safety, security and maximum enjoyment of each guest.

RESERVATIONS AND PAYMENT

Fixed amount of CAD 150 per room will be charged on the day of booking and \$100 for all other rentals is required at the time of reservation. We will confirm all reservations in writing either via e-mail.

All accommodation and/or equipment reservations will be charged in full unless cancelled at least 30 days prior to the arrival date. Guests who do not arrive at the scheduled date and time without prior notice are liable for the full amount of their reservation.

The outstanding balance for your accommodations reservation is due upon your arrival at RB's Riverside Properties & Marina. Incidental charges such as wood or ice can be charged at the end of your stay. We accept Cash, VISA and MasterCard.

REFUNDS AND CANCELLATIONS

There are no refunds for late arrivals or early departures.

- If canceled up to 14 day before the date of arrival, a fixed amount of CAD 100 will be charged.
- If canceled later or in case of no-show, the total price of the reservation will be charged.

CHECK-IN AND CHECK-OUT

Check-in time of 3:00pm on arrival day and a check-out time of 10:00am on departure day. We are happy to accommodate alternative check-in and check-out times although additional fees may apply. To make arrangements please send an e-mail to riverside@vianet.ca or call us at: 705-753-0509.

VISITORS

Visitors are welcome. They are required to register at the office upon arrival, so we can welcome them to our lodge. We reserve the right to limit the number of visitors as well as the frequency of visitations. A visitor fee may apply. Overnight visitors must be approved by RB's Riverside Properties & Marina prior to their stay and are welcome provided the number of people staying in the cottage does not exceed the maximum occupancy.

LIABILITIES

RB's Riverside Properties & Marina, it's owner and operators accept no liability whatsoever for any damages, injuries or losses incurred by our guests while they are on our property or using our boats, motors and equipment. Guests are responsible for their own actions and for ensuring the safety of themselves, their children, and all members of their party.

DAMAGES

Guests are fully responsible for any damage or loss to the cottages, property, boats, motors and equipment however caused and are fully liable for all costs associated with repairing or replacing any damaged property or equipment. Please note that any damage whatsoever to the motors and propellers such as nicks, scrapes, etc. is not considered "normal wear and tear" and guests are responsible for the full amount required to repair or replace them. Any damaged, broken or malfunctioned equipment is to be reported to RB's Riverside Properties & Marina staff immediately.

NOISE

To ensure the enjoyment of all our guests RB's Riverside Properties & Marina has Quiet Time hours between 11:00pm and 7:00am. Excessive noise will not be tolerated at any time.

PETS

We are pet friendly; an extra \$10.00/day charge is added per pet to cover extra cleaning costs. Owners are responsible for their pets at all times and we require that everyone Poops and Scoops.

RESTRICTED ITEMS

No firearms, rifles, handguns, knives (other than pocket knives and fishing equipment), weapons and fireworks of any type are permitted on the property. Any other items which may be deemed dangerous or hazardous may be confiscated.

FACILITIES

All facilities and equipment offered is for the exclusive use of our guests and their family and is to be used solely at their own risk. We do not provide lifeguards or other waterfront supervision and it is the responsibility of all guests to ensure the safety of their party. We reserve the right to substitute any accommodations or equipment with another of comparable value should the need arise due to circumstances beyond our control.

CAMPFIRES

We provide a fire pit for our guests at each cabin. Guests are not permitted to have a campfire anywhere else on the property. To ensure compliance with local and provincial fire regulations, guests are not permitted to start a campfire without approval from RB's Riverside Properties & Marina staff.

Firewood is available at \$10.00 a wheel barrel. It must be ordered during office hours when extra staff are still on site to ensure delivery.

OCCUPANCY

- 3 bedroom cottage - up to 6 adults and 8 people in total.

IF YOU HAVE ANY DOUBTS OR QUESTIONS ABOUT THESE REGULATIONS PLEASE DON'T ASK YOUR NEIGHBOR.....ASK AT THE OFFICE!

DRIVE SLOWLY!!! ENJOY YOUR STAY AT RB'S RIVERSIDE PROPERTIES & MARINA