



**Beach1.com**  
Premier Vacation Rentals  
Wasaga Beach, ON Canada  
Phone / Fax: 1 (888) 242-4288  
team@beach1.com | www.beach1.com

## **GUEST POLICIES (Regular Format)**

### **1. Zero Tolerance Policies**

#### a) Legal Age

Here at Beach1.com, we cater to family and mature adult groups, while promoting a safe, fun and relaxing atmosphere. You must be at least 18 years of age at the time of booking with Beach1.com. Guests under the age of 18 that are not accompanied by a parent, will simply have to have a parental consent form sent in before your arrival.

#### b) Alcohol/Tobacco/Drugs

Underage drinking, recreational drug use and smoking indoors prohibited on any of the properties. The use of any tobacco instrument (Pipes, Bongs, Hookahs, etc.) are also prohibited. Many of our properties are waterfront with direct access to beach and/or sand areas so please refrain from using glass bottles. Please use cans / plastic bottles as much as possible.

#### c) Overcrowding / Extra Guests

Wasaga Beach Bylaw & Fire Department strictly prohibit overcrowding of any rental accommodation in the area. Beach1.com clearly states the maximum number of guests the property you booked can have. This is also on your booking confirmation and invoice. If for any reason you have more guests than the maximum, please inform our staff as soon as possible, so that we can assist in finding alternative lodging. If found in violation of the bylaws you will be charged for each person over the maximum.

#### d) Visitors

Here at Beach1.com, we understand that the social aspect of Wasaga is what makes it such a great place. We do allow you to have a few visitors on the property, however anyone who is not a registered guest must leave by 11PM. If our staff gets a complaint about a disturbance, or we feel the amount of people is excessive, anyone not on your guests list will be asked to leave. You are responsible for anything that happens to the property during your stay.

#### e) Excessive Noise

The use of large subwoofers, DJ equipment, loud speakers, or loud car stereos are not allowed on the property.. Small sound systems such as iPod speakers, laptops, or small indoor speakers can be used providing there is no noise disturbances from neighbors. All outdoor music must be turned off by 11 PM. Music is allowed indoors at any time, however all doors/windows must be closed. Wasaga Beach Noise By-law's state excessive noise is not permitted at any time during the day, so please adhere to these laws. Arguing, shrieking, excessive swearing and obnoxious behavior would all be considered excessive / unnecessary noise.



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### **2. Property Cleanliness / Treatment**

During your stay, please keep the property tidy at all times. Food, Bottles, Cans etc. should not be left around the property and especially not overnight. Not only does this make our property look bad to others in the area, it could be dangerous, and will absolutely attract wild animals such as skunks, racoons, porcupines, squirrels, feral cats and seagulls. If you choose to smoke outdoors on the property, do not litter by flicking cigarette butts on the ground.

Misuse of the property such as climbing across balconies, decks, patios, roofs, or any other generally immature behavior is strictly prohibited.

### **3. Smoke / Carbon Dioxide Detectors / Fire Extinguishers**

Under no circumstances should smoke or carbon dioxide detectors be removed from the ceiling or wall. This includes removing the batteries. If there is an issue, please contact our staff. In the event of a fire, please use the fire extinguisher immediately, and contact our staff right away. In the event of an emergency, call 911.

### **4. Neighbors / Behavior / Trespassing**

Our neighbors are our friends, and we have a wonderful relationship with them. During your stay, please refrain from trespassing on their property, or loitering on the street in front of the property causing unnecessary noise. The area is a mix of vacation rentals like ours, but we also have families nearby, which may have small children. Please conduct yourself with the utmost respect for our friends.

### **5. Security Deposits and Refund Policy**

- a) *Refund policy:* Once a payment or deposit is made, there are no refunds. In the rare event you need to cancel your booking, let us know right away. If we can book the property out to another group at the normal rate, we will issue a 100% credit for the amount you paid. This credit will be good for up to 1 year from the date the payment was made.
- b) *Security / Damage Deposits:* are returned electronically, or by company cheque within 30 days of your departure granted there are no issues. In most cases, refunds are returned much faster, but in the event there are any issues, we need ample time to correct / replace it. Security / Damage Deposit refunds are not issued the day you check out.
- c) *Inspection / Damages:* Inspections and inventory can take numerous hours (depending on the size of your rental). It is impossible for us to walk around and do a quick scan for a proper inspection when you leave. Before you arrived, we did a thorough check of your rental, But it is also your responsibility upon arrival that everyone take some time to make sure there are no issues. After 2 Hours of your arrival, if there are any unseen damages to the property, they will be considered your responsibility unless notification has been given or you have been made aware of it by our staff. If any damages occur during your stay, it is imperative that you make a member of our staff aware immediately so we can address the issue for you right away and we don't



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run into any surprises. We do everything we can to return your security deposit in full to you. We want you to be a returning guest for years to come. We hope you feel the same.

### **6. Liabilities / Disclosures / Claims**

Beach1.com and its employees shall not be held liable for any theft, damage, injury, illness, or weather related problems or any circumstances beyond our control occurring during or affecting a guest's reservation or stay. Beach1 Vacations Inc. acts as a booking agent for property owners and accepts no liability on their behalf under any circumstances.

Beach1.com has no direct ownership of any marketed properties and is in no way liable for any act, omission of an owner, or state of any property. In case of emergency, sale of property, or any other unforeseen event affecting your reservation, Beach1 Vacations reserves the right to transfer guests to adequate replacement accommodation at its discretion. Prior notification may not be possible.

### **7. Check in Process**

- a) *Where to go?* - On your confirmation is the address to your rental. Please go directly to your rental and call us upon arrival. A member of our staff will meet you at the property in short order.
- b) *Check in Time* - Regular check in time is 4:00PM. A member of our staff will call you either the day before hand, or the day of your check in to let you know if your rental will be ready earlier than 4PM.
- c) *Arrival* - Often times we have people checking out the day you are arriving. Our staff works very hard to make sure your rental is in perfect condition upon arrival and is often a very busy and stressful process. Due to security, health and quality reasons, no one will be allowed into the cottage/house/villa until our cleaning staff has notified us they are completed. If you are bringing food, please bring suitable coolers. It would be very smart to simply purchase the food while you are in Wasaga Beach, instead of trying to bring valuable meats, and other items that could spoil easily.
- d) *Access* - All of our rentals use a keyless entry lock. which means we will have a code set on the door for you so that your guests can access the property at any time. A member of our staff will let you know your access code as soon as the rental is ready for you.
- e) *Entry* - In order to check in, the credit card holder and/or person who signed the booking form must have the booking form, photo ID and Credit Card scanned and sent into us. In the event they will be arriving later than the other guests, they must provide us with name of the person that is able to receive the code for check in. If the proper documents are not provided before or upon arrival, check in will not be possible.

### **8. Items included in your stay**

- a) *The basics* - All of our properties provide you with some basic items when you arrive. Cups, Glasses, Silverware, Plates, Bowls, and basic small appliance, toilet paper, paper towel, broom, dust pan, mop and



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basic cleaning solutions are included. It is your responsibility, if these run out during your stay, to replace them as you need.

- b) *Bed Linens* - Bed Linens are provided for you during your stay as part of our care package. This includes Fresh Sheets, Duvet Cover, 2 Pillows. These are washed professionally before every check in. If at any time during your stay, you require a change of linens for any reason, let our staff, and for a small fee, we can have this done for you.
- c) *Towels* - As part of our care package, each person received 1 fresh towel. In the event you require more towels, we can provide these for you for a small fee.
- d) *Shopping List* - Items you may wish to consider bringing or stocking up on while you are at the store would be: Beach Towels, Shampoo/Conditioner, Body Wash, Hand Soap, Hair Dryer, Slippers, Cooler/Ice Packs, Bug Spray, Sun Tan Lotion, Extra Toilet Paper / Paper Towel.
- e) *BBQs* - As part of our care package, your rental will come with a BBQ and Supplies. If you opt out of our care package, please double check the website to see what kind of BBQ Supplies you will need, such as charcoal, lighter fluid, propane, utensils, etc.
- f) *Parking* - Parking on the property is free. Each house has a limited amount of spots for parking. An overflow parking lot is available for extra vehicles and is a separate charge. The cost of \$25/weekend or \$10/day per car over and above the number allowed at your rental.
- g) *Cleaning* - Before you leave, you are responsible for leaving the property inside and out in tidy condition. All garbage is to be tied up, and disposed of properly. All floors swept, kitchen cleaned, dishes washed and/or put in the dishwasher, and BBQ cleaned. If you wish to opt out of cleaning when you leave, please let us know ahead of time and we will simply bill you for the extra cleaning time.
- h) *Departure* - Standard Check out time is 11:00AM for all our properties, unless otherwise specified by email confirmation. Please be courteous by checking out on time, as the guests did before you arrived. We hate to see you leave, and would love to see you back, but not adhering to the checkout schedule causes delays, stress for the staff, and guests checking in shortly after you. We need ample time to prepare the property so it is just as nice as it was for the next people as it was for you when you arrived.

### **9. Resources / Bylaw / Important Phone Numbers / Emergency Contacts**

We have dedicated a page on the website so that it is easy for you to read over the local bylaws before you arrive. By signing the Booking Form, you acknowledge that you have visited this section to become familiar with the local bylaws that would most commonly affect your stay.

- a) Booking Forms & Policies - [www.beach1.com/forms](http://www.beach1.com/forms)
- b) Bylaw Information - [www.beach1.com/resources](http://www.beach1.com/resources)
- c) Delivery, Taxi, Laundry Services - [www.beach1.com/directory](http://www.beach1.com/directory)
- d) Emergency Contacts - [www.beach1.com/resources](http://www.beach1.com/resources)

**Thank you for going over our policies, and we hope you have a wonderful stay with us!**