

THINGS TO KNOW...



SERVICE CHARGE

All rates quoted are subject to applicable taxes and a 12% service charge in lieu of tipping.

DEPOSIT POLICY

A \$200.00 CDN per person (including all children) deposit is required with reservations; same to be applied to the cost of the accommodation ordered. Deposits will be credited to accounts on the confirmed departure date. If it becomes necessary for a Guest to cancel a booking, the deposit shall be refundable, less \$25.00 per person service and bookkeeping charge, provided that notice of said cancellation has been received by the hotel 7 days prior to arrival date. As is the policy with most seasonal resort hotels, guests who depart prior to their confirmed departure date will forfeit their deposit unless we are able to rent their accommodation on the same day as they depart, for the full period originally booked.

CHECK-IN TIME

Our Guests may check-in anytime after 4:00 p.m. on the first day of their stay.

CHECK-OUT TIME

We ask that our Guests be checked out of their rooms by 11:00 a.m. , though Guests of the hotel are welcome to use our facilities throughout the last day of their stay.

FULL AMERICAN PLAN:

This means that both the room and meal accommodation are included in the quoted rate. In other words, if you reserve for a week, you are entitled to seven nights and 20 meals. Thus, if a guest arrives Sunday after lunch he or she is entitled to remain until after breakfast the succeeding Sunday. Note: there are NO allowances for meals missed.

MEALS

All packages include three delicious meals daily except lunch on check-in or check-out days. During July and August, there will be no luncheon served in the Main Dining Room on Sunday (our normal check-in/check-out day). Guests wishing an informal lunch may purchase same at our snack bar. There are no adjustments or credits for meals missed. Our 2 Day Mini Package is the only Mini Package that includes lunch on departure date - BBQ Lunch - All other packages do not include lunch on departure date, but is offered occasionally at an additional charge, please inquire at the time of booking.

WEATHER

Clevelands House Resort shall not become liable or responsible for non-utilization of package components or loss of recreational opportunities due to weather, power failure, or any other circumstances beyond our control.

LONG WEEKEND PACKAGES

The accommodation offered at these special rates is available in the following locations: Main Hotel, North Lodge, Manor House. For all Suites and Cottages rates please call 1-888-567-1177. For these weekends only, the Children's Program is offered from Saturday and Sunday from 9:45 am to 12:30pm and again from 1:30pm to 4:30pm. The Nursery is available from 9:45am to 12:30pm and again from 2:00 pm to 4:30pm. There is no Children's or Nursery program on the Monday of any of our Long Weekend Packages.

FAMILY DISCOUNT PACKAGES

The accommodation offered at these special rates is available in the following locations: Main Hotel, North Lodge, Manor House. For all Suites and Cottages Rates please call 1-888-567-1177.

TIPPING POLICY

Tipping at Clevelands House is not necessary, nor is it expected. If however, you feel you have received exceptional service from any of our staff and you would like to tip them, you are welcome to do so. There is already a 12% service charge added to all rates. This service charge will be distributed amongst the entire staff at the end of the season.

DRESS FOR DINING AND NIGHTLY ENTERTAINMENT

Clevelands House is decidedly informal - sportswear throughout the day. During the evening Dinner and Club Entertainment, we request that guests wear 'dress casual'. Definitely no cut-off shorts/shirts, tank tops, swimsuits, etc. There is no admission charge for to evening activities in the Lake Rosseau Club for our guests where a congenial party atmosphere is ever present. A host of varied activities make it easy to get acquainted with your fellow guests. Please note that strollers are not allowed in the Dining Room.

RECREATIONAL ACTIVITIES AND SEASONALITY

Our 55+ children's counsellors, sports and social directors, and evening entertainment do not commence work at the resort until mid-June and work until Labour Day. There are therefore, no planned activities or children's program for our guests in May or Early June (except for Victoria Day "Open the Shutters" Weekend) or after Labour Day (except for Thanksgiving Weekend). All on-site facilities are available including golf, heated pools and hotubs, fitness facility, etc.

SMOKING POLICY

Clevelands House has become a non-smoking Resort Property in 2004. This plan originated with the introduction of the non-smoking bylaw affecting all public places, including Resorts. Starting in 2004 we respectfully request that all guests refrain from smoking in all guest rooms, cottages and suites. We would like to thank all of our guests for their continued understanding and cooperation and compliance concerning this matter.

BABYSITTING SERVICES

Babysitting is available here at Clevelands House from our staff. The private sitters can be arranged through the front desk at a rate of \$6.50 an hour. Babysitting is guaranteed if a reservation is placed with the front desk before 5:00pm.

HALLSITTING SERVICES

Hallsitting is available each evening free of charge in our larger standard accommodation buildings. Hall sitting consists of staff members being posted in the hallways who are responsible for a section of rooms. Parents sign in with the hall sitter and indicate their children's names and ages and provide a key for the room. Any special instructions regarding the children and the destination of the parents can also be given. Generally, it is not possible to arrange babysitting during the day as all our staff are working and the program is operating.

SAFETY

For all guest's safety there is no skateboarding, rollerblading, or scooters permitted on any of the resorts walkways or roads. During the evening Clevelands House employs a full time Security Guard who is on-property every evening starting at 9:00pm.

PETS

Absolutely NO pets are permitted on property.

ALLERGIES

All allergies should be reported upon the time of booking so that the Dining Room can accommodate any special requests. Clevelands House has experience in dealing with a variety of serious allergy scenarios and such situations should be brought forth and discussed with a reservations agent at the time of booking. This process allows the resort to qualify the allergy and recommend whether or not Clevelands House is equipped to handle the needs of the individual or child.