



## **TERMS AND CONDITIONS**

### **NON-SMOKING POLICY**

Toronto Don Valley Hotel & Suites is a 100% smoke free hotel. Evidence of smoking in the guestroom will result in a **\$250.00** + taxes cleaning charge.

### **DAMAGE OR MISSING ITEMS**

Any damage and/or missing items to any hotel room will be charged to the registered guest's credit card. Damage and/or missing items will be billed at the applicable rate.

### **ROOM CAPACITY POLICY**

All room rates are based on single and double occupancy. An additional charge of \$20 per person 19+ years of age occupying a room will be applied at time of check-in. Maximum sleeping capacity in a room varies from 2 to 4 persons, depending on the room type booked. See available amenities on your selected room type to confirm maximum sleeping capacity.

### **GUARANTEE POLICY**

A credit card is required at the time of booking to guarantee the reservation. Reservations that are not guaranteed will be held until 6:00pm on the day of arrival.

### **CHECK-IN & CHECK-OUT POLICY**

The registered guest responsible for the room must be at least 19 years of age and must provide a valid credit card in their name along with one piece of valid Government issued photo identification at time of check-in. Persons 18 years of age or under must be accompanied by the registered adult at check-in to occupy a room.

Check-in time is 3:00 pm. Guests will be required to provide a credit card upon check-in. The credit card will be pre-authorized for the entire cost of the accommodation plus a security deposit of \$100.00 per night. The pre-authorization hold will be released at check-out, however, please be advised that it can take up to 10 business days for the funds to be cleared by the credit card financial institution. In the unlikely event that the room is willfully or negligently damaged and/or for any item(s) missing, the deposit will be withheld in full and applied to all repair and replacements costs. Should the costs exceed the authorized deposit, the full cost will be applied to the pre-authorized credit card.

Check-out time is 12:00 p.m. Any requests to retain rooms beyond 12:00 p.m. should be requested to the Front Desk, however there are no guarantees. Should it be possible to extend a later check-out time, a late departure fee may apply.

## **PET POLICY**

A single dog or cat under 20 lbs. is permitted in a room.

Toronto Don Valley Hotel & Suites must be made aware of the accompanying pet at time of booking. Should the reservation be made through an online booking channel, the hotel reservations team must be advised of the pet in writing, prior to the date of arrival. Failure to notify the hotel in writing prior to your arrival may result in the refusal of the pet at time of check in. The pet must be registered at the time of check-in.

All pets are the owners' responsibility. Pet owners will be liable in the event of any noise, damage and/or disturbances. In the event that a complaint is received due to loud or excessive barking, noises, or any damage, a single warning will be issued. Subsequent complaints will result in the removal of the animal and/or the removal of all registered occupants of the room.

Ensure that your pet is not left unattended in the room at any time and is always kept on leash throughout the hotel.

Your "Pet in Room" sign must be displayed on your guestroom door at all times.

A Pet Fee of \$25.00 plus tax will apply every 3 days. Additional restrictions may apply, please contact the hotel directly for details.

## **PARKING**

The Self-Parking cost is \$11.95 per night plus applicable tax with in and out privileges.

## **CANCELLATION POLICY**

Cancel by 6:00 pm EST prior to arrival date to avoid a penalty unless otherwise specified on the rate plan selected. The Toronto Don Valley Hotel & Suites requires a written notification of cancellation by 6:00pm EST prior to the arrival date. Upon receipt of the cancellation notice, the hotel will provide a cancellation number.

Guests who do not arrive on the scheduled date of arrival and have not cancelled their reservation in advance, will result in a "no show" charge which is the full room rate of the first night. Any remaining nights will automatically be cancelled.

Change in the length or dates of the reservation may result in a rate change. Group reservations are subject to group cancellation guidelines.

Cancellation policies may vary depending on the rate plan you have chosen to book. Final cancellation terms will be verified at the time of booking.

## **SPECIAL REQUESTS**

Rollaway bed/cot – \$20.00 plus tax per night. Subject to availability. Cannot be guaranteed in advance and will be confirmed at time of arrival.

Crib – No charge. Subject to availability. Cannot be guaranteed in advance and will be confirmed at time of arrival.

Fridge - \$20.00 plus tax for every 5 days. Subject to availability. Cannot be guaranteed in advance and will be confirmed at time of arrival.

Due to the availability and/or nature of a special request, we are unable to confirm the request at the time of booking or prior to the arrival date. We will do our best to accommodate all special requests at check in on the day of arrival, but requests are not guaranteed.