

Pacific Harbour Villas Booking Policies

1. **RESERVATION SECURITY** - No reservation will be accepted or guaranteed unless a valid credit card is supplied. Pacific Harbour Villas reserves the right to pre-authorize credit cards prior to arrival.
2. **CREDIT CARD AUTHORITY** - Once a booking is confirmed, the guest hereby gives Pacific Harbour Villas permission to charge the provided credit card pre-payment, first night deposit, cancellation or no-show costs and/or applicable fees upon departure.
3. **DEPOSITS** - All bookings require a non-refundable deposit of the first night at the time of the booking in order to secure their reservation. Deposit of the first night will be charged to the provided credit card. If the card is invalid or declines the booking will be cancelled.
4. **CANCELLATIONS** - Cancellation for all bookings are 30 days prior to the date of arrival.
5. **NO SHOWS** - Failure to check-in on arrival date, room(s) will be released, and guest will cover the full reservation amount.
6. **PAYMENT** - Payments is on arrival. Room must be paid in full, unless pre-payment has been received.
7. **CHECK OUT** - Check-out is at 10:00 AM
8. **APPLICABLE FEE \$1,000.00** - Smoking is prohibited inside all units. \$1,000.00 fine applicable
9. **EXTRA CLEANING FEE \$150** - Applies when an excessive amount of dishes are left behind; and/or if a room has been left in an extremely dirty state; and/or scent stained room from cooking strong smelling foods ('strong smelling foods' includes; strong spices/curry, fish, spicy foods)
10. **PET OWNERS** - Guests with pets, staying onsite are required to fill in a pet policy document during check-in
11. **APPLICABLE FEE \$50** - Applies when a room key is not returned