



Reservation policy

Minimum number of nights for booking

For our villas, a minimum of 2 nights must be booked; however, for certain dates, a minimum of 3 nights may be required.

Deposit

A deposit of 50% of the total amount is taken at the time of booking, and the balance is taken 7 days before arrival. If the reservation is made 7 days or less before the arrival date, 100% of the total amount is charged to the credit card.

Arrival and departure

We guarantee your accommodation by 4:00 pm on the day of your arrival. Your accommodation must be returned no later than 11:00 a.m. on the day of your departure, after which you may continue to enjoy our site. A security deposit of \$750 is required upon check-in. This will be refunded 7 days after departure.

Le Riverain Restaurant

Reservations are required for evening meals. Please contact the hotel or restaurant directly. Priority is given to hotel guests.

Pet policies

Only certified service animals with official doctor's certification are accepted, free of charge. Otherwise, the animal will not be allowed on site.



Resort Fee

Resort fee is charged at \$24 + taxes, and includes:

- In-room Nespresso coffee maker;
- Wireless high-speed Internet access;
- Parking (outdoor, depending on your type of accommodation);
- Board games and card games; (available at the hotel)
- Activity Passport.

Housekeeping

Please note that no housekeeping service is provided during your stay. However, if you require this service, it is possible at a cost of \$120 + taxes. Please make your request at the reception by 1:00 pm the day before.

Cancellation policy

- For cancellations 30 days or more before arrival, no cancellation fee.
- For cancellations less than 30 days before arrival, the first night will be charged.
- For cancellations between 7 days and 72 hours before arrival, the 50% deposit is non-refundable.
- In the event of cancellation less than 72 hours before arrival or no-show, the full amount of the stay will be charged.



Espace Villas Rules

**For a pleasant stay, we ask you to
to respect our rules and regulations**

Arrival is guaranteed for 4:00 pm, departure 11:00 am. If you wish to arrive earlier, please notify one of our agents at reception to check availability.

A late check-out fee of \$150/hour + taxes will be applied. Our facilities are entirely non-smoking, and a fee of \$200 + taxes per rental day will be charged for any breach of this rule.

A fee may be charged to cover any damage, breakage or theft caused to cottages, furniture, articles or other items, as well as any additional cleaning required at the end of the stay to restore the villa to its original condition.

Ripplecove hotel & spa may terminate the rental at any time if the guest fails to comply with the conditions or violates any applicable regulations. We reserve the right to refuse any bookings that appear to be a party group.

We require our guests to be respectful at all times. Evictions and fines will apply in the event of non-compliance.

No excessive noise will be tolerated after 10:00 p.m. (respect for neighbors).

No pets are allowed, a fee of \$200 + taxes per day will apply for the presence of an undeclared pet.

No roadside parking, please use designated parking lots.

