

White Squirrel X Southbank Suites Stay and Play Terms & Conditions:

Package Inclusions

The package is for a minimum of 4 guests and includes: 2-night stay in Premium Loft Suites (2 queen beds), return shuttle transportation for 4 from Southbank to White Squirrel, 4 18-hole greens fees, 4 18-hole cart fees, warm-up buckets for the driving range, and a \$50 food & beverage voucher (per group of 4).

The Stay & Play Package will be offered May-June, September-October weekdays or weekends (subject to availability).

Packages for 8 are subject to availability and may include alternate room configurations.

Payment

Total package price is \$1500+hst (\$375 per person). Payment cannot be split into per person fees. Package must be paid in full at time of booking. Credit card is required for incidentals at both Southbank Suites Boutique Hotel and White Squirrel Golf Club.

Cancellation Policy & Event Date Changes:

Notification of cancellation or date changes must be received in writing. If cancellation is received with less than seven (7) days until check-in, the reservation is non-refundable. Once a reservation has been confirmed, any cancellations, or date will be subject to this cancellation policy. No refunds will be given for late arrivals or early departures.

White Squirrel Terms:

Pace of Play

Players are responsible for keeping up to the group in front of them at all times. To be considered on pace, groups must be within 1 shot of the group ahead of them. When there is no group ahead to use as reference, a playing time of 2 hours shall be used per 9 holes. Groups unable to keep up will be moved to the appropriate position, relative to the group ahead of them on the course.

Dress Code:

We want guests to be comfortable, but we still maintain modest dress guidelines. No ripped jeans or cut-offs permitted. Swimsuits, short-shorts, tank tops, and halters should be reserved for the beach. Soft spikes or running shoes only please. For safety, all guests are required to have footwear on at all times.

Code of Conduct:

White Squirrel is committed to maintaining an environment where all staff, members, and guests communicate in a respectful manner, demonstrate high ethical standards, and promote and support a respectful, inclusive, and safe environment where everyone is treated with respect and dignity.

Golf Carts:

The Guest accepts all responsibility associated with the use of White Squirrel's power carts by their participants. In consideration of the use of the golf carts, the Guest promises and agrees that the Guest's said golf carts will be returned immediately following the completion of use in as good condition as they were received. The Guest promises and agrees to pay for any damages sustained to said golf carts while in the Guest's/Guest's participants' possession. The Guest promises and further agrees to hold White Squirrel and its officers and employees free and harmless from any damage or claims of any nature whatsoever that may arise from or through the use of said golf carts by the Guest/Guest's participants.

Force Majeure:

White Squirrel may cancel on reasonable notice without liability either for cause or where it is unable to perform the services set out in the contract by reason of strike, flood, fire, pandemic, force majeure, government restrictions, or Act of God.

Southbank Terms:

Guaranteed Reservations

All reservations must be guaranteed with a valid major credit card in the name of the guest registered. We accept Visa, Master Card and American Express. No cash. Your credit card guarantees your reservations.

Please make sure to receive a reservation confirmation number when you make a reservation.

Guest Verification

All Guests are required to complete a digital registration form prior to arrival. You must be twenty-one (21) or older to book a room.

Cancellations

Guests have up until seven (7) days from the check-in date to cancel and be refunded 100% of total booking less applicable booking fees.

Southbank Suites Boutique Hotel is not responsible for weather conditions, personal emergencies, or schedule changes.

Check-In

Check-in time is 4PM (EST). Unavoidable delays may occur and there is a possibility your accommodations may not be ready by 4PM (EST). Your patience will be appreciated. Entry to the building and suites are done through keypad, so guests do not need to check in with anyone when they arrive. Check-in details will be emailed prior to arrival.

Check-Out

Check-out time is 11AM (EST) on the day of your departure. This is firm time, as we need to prepare for our next arrival.

Falsified Reservations

The total number of persons allowed in the unit at any time is restricted to the stated limit for each Suite. If it is found that extra guests have stayed in the space, additional charges may be applied. There are to be absolutely no parties or non-registered guests. Any violators will be evicted. Eviction without refund is the penalty.

Damages/Theft

Registered Guests are liable for any Damage and/or Theft howsoever caused (deliberate, negligent or reckless act) on the hotel property caused by you or any person in your party during your stay. Southbank Suites reserves the right to retain your credit card details (security) and charge the credit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred. Incurred Damages and/or theft will be subject to 125% of full and replacement cost to a minimum \$100 cost and proper authorities notified where required.

Prior to check-out, please report any damages or missing items that occurred during your stay as a courtesy and such that we can continue to maintain each room in good condition. If during your stay you find other items are malfunctioning or require repair, we ask that this information be reported so that it can be rectified. We understand accidents can happen and will be reviewed case by case.

Fire Alarm and Emergency Lighting

The Fire Alarm System and Emergency Lighting are life safety. Any tampering or damage caused will result in the registered guest eviction and be viewed as Damage and/or Theft to the Hotel Property.

Lost & Found Policy

Southbank Suites Boutique Hotel assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value, contact us immediately and we will try to assist you in locating your lost item.

No Pets

We do enforce a no pet policy. Exceptions may be made under special circumstances regarding service animals, and must be arranged prior to booking with proof. A pet fee of twenty-five dollars (\$25.00) per night will apply if approved and are limited to the lower-level Classic Suites.

Non-Smoking

All property is non-smoking. Smoking of any kind is strictly prohibited. We do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, or other strong-smelling plant-based essential oils or synthetic products in our facility. Any evidence of smoking found in

a rental suite will result in a minimum \$500 charge to your credit card on file for additional cleaning and deodorizing.

Smoke-Free

Candle, incense, essential oils (diffusing, vaporizing, etc.) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

Housekeeping

Rates include housekeeping service upon departure only. Linens, bath towels and robes are included and not to be taken from the suite. An initial set-up of garbage bags, toilet paper, paper towels, shampoo/conditioner and soap are provided.

Additional daily Freshen-up service for guests staying more than one (1) night, can be added to the guest stay for an added fee of twenty-five dollars (\$25.00) by chatting with us through Online Guest Services; 'Chat with Us' link provided Guest Check-in email. This service includes towel replacement, bed making and garbage removal. Linen replacement is considered a separate added service and can be requested by emailing info@southbanksuites.ca.

For extended Guest bookings, following the third (3rd) night we will include fresh linens, towels and garbage removal.

Housekeeping hours are between 9AM and 3PM depending on operational requirements. Southbank Suites reserves the right to inspect occupied suites during these hours.

Internet Services/Utilities

Complimentary Wi-Fi and Hay Extreme (cable/app based) TV throughout. Please ensure all remotes and accessories are returned to rightful places at the end of stay. Any missing items will be charged to the credit card on file.

No compensation will be given for temporary outage of electricity, gas, water, cable, or internet service. All effort will be made to have them restored as soon as possible.

Parking

On site parking is limited; there is **one (1) assigned parking space reserved for each Suite**. Details will be sent with check-in information.

Non-registered guests or multiple guest vehicles will be towed at Owner's expense. Southbank Suites Boutique Hotel assumes no liability for damaged vehicles.

Noise Policy

Out of respect for other guests, we have strict quiet hours from 10PM to 8AM. Please refrain from loud music, loud voices, loud TV, horseplay and unnecessary movement throughout hallways and common spaces during your stay. Southbank Suites Boutique Hotel reserves the right to fine violators up to \$150 and are subject to eviction after 2nd complaint. All Guests, are

required to conform to all rules, regulations of the property and applicable laws. Violators are subject to eviction.

Please respect the rights and space of nearby homeowners and other guests.