



Deposit & Cancellation Policies **General Information**

Reservation & Deposit Policies

A deposit is required to confirm your reservation. The deposit amount is calculated by 40% of the base rate before tax. A credit card is required for each booking, we don't accept cheques. Deposit is processed on a credit card (**Visa** or **Mastercard** only) at the time of booking.

Balance must be paid at registration, when you arrive. **Without deposit, your reservation cannot be guaranteed.**

Cancellation Policies (Fee calculation)

- Cancellation more than 30 days prior to arrival date, deposit will be returned minus \$30 fee.
- Cancellation 30 days and less before arrival date, no deposit will be returned.

Your cancellation request must be received:

- By mail: **Malpeque Cove Cottages – 304 King Street, Kensington, C0B 1M0, PE, Canada**
- By email: info@malpeque.ca

In all cases, the date of receipt of your cancellation request will be used in calculating the refund

Decreased length of stay

- Decreased length of stay more than 30 days prior to arrival, a fee of \$20.00 will be charged.
- Decreased length of stay 30 days or less before your arrival, a fee equivalent to 50% of cancelled overnights will be due.
- Decreased duration of stay at or after your arrival, the total amount of the reservation is due and there will be no refund.

Your request must be received by mail or by email at the addresses listed below.

In all cases, the date of receipt of your cancellation request will be used in calculating the refund.

Arrival & Departure

- Arrival: arrivals and check ins are between 3:00 PM and 8:00 PM. If you plan to come in later, please advise.
- Minimum check in age is 19.
- The balance of your stay is to be paid at check in time. You have to report all persons (children included) who will stay in the cottage. Fees related to each non reported additional person will be charged.
- Departure: must be before 10:00 AM. Any late departure will be charged one more night. If you leave before office is open, please leave your keys on the table in your cottage. Any loss of key will be charged \$10. Your cottage must be in good condition when you leave.

Cleaning, Breakage & Damage

The cottage you rent is clean and in good condition, it's your responsibility to leave it in the same condition at the end of your stay. All losses, damage or breakage will automatically be charged on the credit card used for booking.

Internet: Free Wi-Fi

The connection is free, however as it is not a high speed connection, please avoid accessing consuming sites like movies (youtube, video, chat, torrent...), music, online games, video games console or heavy downloads. In order for all of our guest to have a good connection, we reserve the right to prevent some devices from accessing the internet connection.

The access code is available at the Office; for security reasons, this code is changed once a week.

Pets Now Allowed

Dogs Only

- Dogs are welcome at Malpeque Cove Cottages, however they must be reported before your arrival
- All Dogs will incur a \$10 per day fee, with a discounted rate of \$50 per 7 day stay
- All Dogs must have an up to date rabies vaccination and be in good health
- All Dogs must be house-trained and non-aggressive; We love all dogs and thus do not deny any particular breed
- For visitors, dogs are allowed outside only and on a leash
- For the comfort of all guests and children playing on the property, please pick up after your pet
- Please be aware that any damage caused by your dog will automatically be charged on the credit card used for booking

Smoke Free

All cottages without exception are non-smoking

We ask smokers not to throw their cigarettes on the ground to meet the cleanliness of the property. Any smoking within any buildings on the property will result in immediate expulsion of the residents of the cottage without any compensation or refund. Any smoke-related cleaning expense will be charged on the credit card used for the booking.

Fees & Penalties

All fees and penalties due after your stay will automatically be debited from the credit card used for the reservation. You will receive a complete statement by mail or by email with the total amount.

Privacy Policy Statement

This is the web site: malpeque.ca

Our mailing address is: 304 King Street
Kensington, C0B 1M0, PE, Canada

We can be reached via e-mail at: webmaster@malpeque.ca

or you can reach us by telephone at: (902) 836-1072

David & Judith Sarson - Owners