



## Moon Gate Guest House Policies and Procedures

### Check-in/Check-out:

Check-in time is 4:00 pm

Check-out time is 11:00 am

There is baggage storage available for early or late arrivals and/or departures.

If late check-out is required please contact us before 11:00 am. If it is possible to stay later, the charge of \$10.00 + taxes per hour after 12:00 noon will be applied. Any check outs after 4:00 pm will be subject to one night charge.

### Guest Registration & Deposit Policy:

Upon check-in all guests are required to present a credit card with proper photo identification. Credit cards are charged for an amount to cover room and taxes in full for the entire stay. If you wish to pay by cash you will be charged room rates and taxes for the entire stay plus \$150.00 (refundable deposit) to cover possible incidental charges. Cheques will be accepted with a charge card. We accept cash, e-transfer and charge cards (M/C and Visa). For group bookings and families, a \$300 damage deposit will be charged. If inspection is satisfactory then you will be reimbursed. Guests must be 18 years of age to rent a room.

### Cancellation/No show Policy:

Reservations cancellation or change of arrival date must be done 24 hours prior to original booking arrival date to avoid the first room night and taxes charged to your credit card. If a cancellation occurs for any reason without sufficient notice, we will try our best to fill the reservation to avoid charging a cancellation fee.

### Early Departure Policy:

One room night and taxes will be charged to any guest that checks out prior to the original departure date. This charge may be avoided by providing a minimum 24 hour notice of departure change.

### Rates:

All rates are subject to change without notice, please confirm rate at time of booking. For children age 5 and up there is an additional charge of \$25.00 + taxes per night per child if staying in same bed as parents (subject to change).

### Pets:

Pets are not permitted at Moon Gate Guest House.

**Smoking/Damage:** Smoking and vaping is not permitted in the guest house. Insurance Regulations do not permit smoking inside the building. Please use the outside patio area. Evidence of smoking will result in a \$150 plus taxes cleaning charge. Damage and/or missing items will be billed at the applicable rate.

#### Extra Person Policy:

Rates are based on two person occupancy. Extra adults are not allowed in the rooms.

#### Sauna/Laundry Use Policy:

No food or alcohol is allowed in the sauna. Water is permitted. Sauna use is once per day. An additional fee will be charged in excess of this. The laundry room is not for guest use unless in the case of long term stay with prior arrangements.

#### Green Policies:

Moon Gate is heated/cooled with a geothermal system. Excessive use will be charged an extra fee.

We offer recycling bins and a compost bucket and expect guests to use them appropriately. Bottled water is not permitted. The tap water at Moon Gate is excellent drinking water. Bring a reusable bottle.

Because we live in the country and use a septic system, we encourage guests to not flush each time the washroom is used. Observe the rule, if it's yellow let it mellow, if it's brown flush it down. Please do not flush feminine products! We offer locally made goat milk soap for your use. We prefer you use bar soap versus liquid soap as it does not contain ingredients harmful to the environment. Try to keep your waste to a minimum.

#### Facilities:

In addition to your private room, we encourage you to use the great room, kitchen, sauna, screened gazebo, river walk and the patio area.

#### Food Services:

You are welcome to help yourself to the self-catered continental breakfast that is included in your room rate. Additional meals, guests are responsible for their own unless otherwise indicated. Help yourself to any condiments and spices. Join us for wood-fired pizza nights at an additional cost.

#### Information:

If you would enjoy reading information about the local area, please do not hesitate to contact Jenny Dupas, your tourism ambassador in Eastern Manitoba. We have lots of options for exploring the region so let us know what resonates with you and we'll help create your experience.

#### Medical Aid:

For minor problems we have a first-aid kit available located under the kitchen sink. We have Michel Dupas, a First Responder living on site. We can also direct you to medical professionals nearby. Please contact the hosts for assistance.

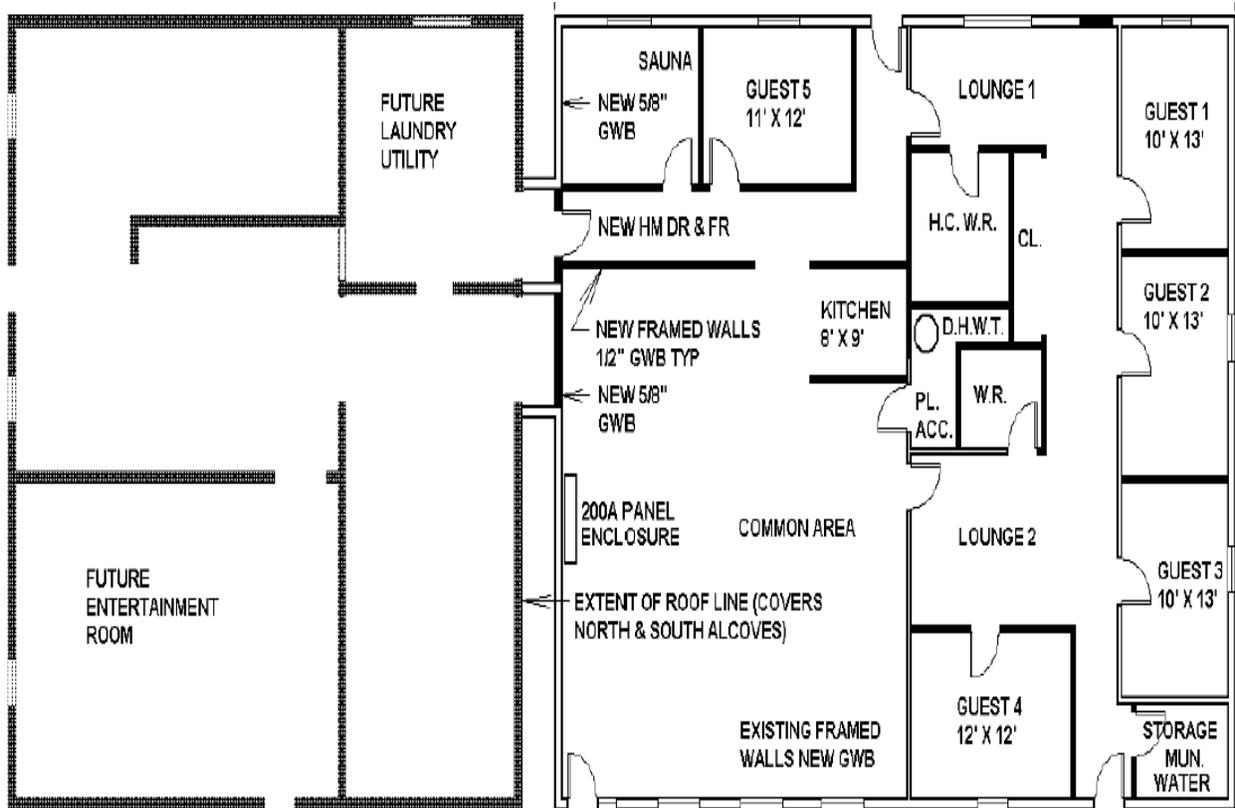
#### Telephone & Wi-Fi Use:

Cell service is limited. Guests wishing to place a local or long-distance telephone call using the land line should

contact the hosts. If needed, wifi is available at the house but we fully encourage you to 'disconnect to connect' for the time you are here.

Considerations:

Please be considerate of other guests so that all may enjoy their stay.



**Moon Gate Guest House  
Fire Exit Plan**

**SMOKE ALARMS**

For your safety we have installed smoke detectors in the building. If you hear the smoke alarm, please exit your room promptly and proceed to the nearest exit. We will advise you immediately of the situation.