



GROUP NAME: \_\_\_\_\_ Arrival Date: \_\_\_\_\_

Guest Name(s) \_\_\_\_\_ Room Number \_\_\_\_\_

On behalf of the management and staff, welcome to the Prestige Vernon Hotel. We hope you enjoy your visit and we wish you luck with your tournament or event.

Your group reservation was made based on the acceptance of our group conduct agreement, including the need for each team member/parent/room to agree individually. The following policies will ensure that every guest staying in the hotel can enjoy their stay. Please carefully read the conduct and COVID-19 policies. **Failing to abide by these protocols could result in an eviction and/or additional financial penalties as outlined below.**

General Expectations:

- A valid credit card and government ID must be provided for each guestroom with an adult staying the room. Individual credit cards will be pre-authorized for incidentals and room charges if not being billed to a master account.
  - If all room charges are billed to one account, only the designated group leader or his/her assistant is authorized to charge incidentals. Prior to checking out of the hotel, the group leader is responsible for all group rooms not occupied by any adult.
- For security and control, a maximum of two (2) keys per room will be issued upon check in. Please have all keys returned to the front desk at check out.
  - Maximum room occupancies will be strictly enforced as per the BC Public Health Order for hotels during COVID-19. Guestroom capacity is limited to two people per bed (maximum of 4 persons in a standard two-queen guestroom and 6 people in a suite with a separate bedroom area).
- Each team or group will have a designated chaperon(s) (coach, manager, etc.) responsible for the direct supervision of the team or group. This person (or authorized assistant) will be in the hotel at all times when the group is on the premises.
  - During COVID-19 the hosting of an adult social function for team parents is prohibited unless booked as a contracted catered event in our venues in which all COVID-19 and BC Liquor Control protocols must be followed.
- Shouting, running in hallways or in rooms, and slamming of doors will not be tolerated. The chaperone will be advised of any disturbances to other hotel guests and /or damage to hotel property. The hotel's quiet time is between **10:00 pm and 7:00 am**. The hotel reserves the right to ask teams to return their rooms prior to 10:00pm if other guests are continually disturbed.
- Guests are asked to wear masks in all public areas and when not able to maintain social distance. Hand sanitizer is available in public areas.
- Food delivery must be accepted in the lobby. No deliveries to guestrooms are permitted.
- The team or group will be responsible for any damages to guestrooms or hotel property, and refunds to other guests disturbed by the team's conduct. These refunds and costs of damages will be billed to the coach or manager's credit card. The cost of cleaning excessively soiled/messy rooms will also be billed to the team's account.
- Please use the provided garbage bags for any excess litter in guestrooms.
  - **In an effort to limit contact between guests and staff during COVID-19, housekeeping services may be limited to garbage removal each day. Please inquire at the front desk for details.**

**Pool and Public Areas**

- The pool and fitness areas are for the use of registered guests only and are subject to these rules:
  - Children under the age of 16 must be accompanied by a responsible adult in the pool area at all times.
  - The use of these areas by teams or groups may be restricted and limited at certain times in order for all guests to enjoy the facilities under the safety guidelines.
  - The hotel reserves the right to close the areas at any time if COVID-19 protocols are not followed.
  - The hotel reserves the right to close the areas at any time if safety rules are not being followed.
  - Children under the age of 19 must be accompanied by a responsible adult in the fitness area at all times.
- Any team or group members causing damage or excessive noise or disturbances in the pool area will be asked to leave the area.
- Drinking alcoholic beverages in the hotel’s public areas is strictly prohibited, including parents and adults.
- Congregating in the hotel’s public areas will be restricted due to social distancing requirements.
- Smoking in any part of the hotel premises is prohibited, including balconies, patios and all public areas. Smoking in any part of a guestroom or hotel will result in a \$300 cleaning fee.

**Noise Complaints**

- **First Complaint:** The duty manager or a guest services agent will contact the team or group leader and the registered guest of the offending room and ask that the noise cease.
- **Second Complaint:** The complainant’s room charge will be paid by the group leader or registered guest of the offending room.
- **Third Complaint:** The offending registered guest(s) will be evicted from the property with no refund of the room charge.

**Miscellaneous**

- Cleats or wheeled footwear are not to be worn in the hotel at any time.
- Towels and room amenities are the property of the hotel and must not be removed from the guestroom. Pool towels are available from Guest Services.
- Towels or other linens must not be used for cleaning sporting equipment.
- Guests are not allowed to hang décor or signage to the walls or doors of the guestrooms, hallways, or other hotel areas.
- Hockey sticks may not be used anywhere inside or outside of the hotel property.
- The person named below accepts responsibility for the team or group, agrees to abide by the hotel’s policy and authorizes any charges for damages or disturbances to be billed to his/her credit card.

\_\_\_\_\_  
Signature of Team Coach

\_\_\_\_\_  
Date

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
Cell Phone

\_\_\_\_\_  
Signature of Group Leader / Team Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
Cell Phone