



# *Cartier Place*

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## SUITE HOTEL

### **HOTEL TERMS & CONDITIONS**

#### **1.SCOPE**

These general terms and conditions are applicable to hotel accommodation and all other services provided to guests or booking parties, referred to as customers, by The Cartier Place Suite Hotel.

#### **2. Booking**

##### **2.1. Booking guarantee**

In order to hold a room, a valid credit card is required to guarantee a reservation.

##### **2.2. Non-guaranteed bookings**

Reservations that are not secured with a valid form of payment may be subject to release by the Hotel without prior notice.

##### **2.3. No-Shows and late cancellations**

In the event of a NO-SHOW without prior notice or a cancellation after the deadline for free cancellations, a no-show or late cancellation fee will be charged.

The fee will be in the AMOUNT of the first night, including HST and all other taxes and or fees.

##### **2.4. Booking modifications and cancellations**

Guest may modify or cancel reservation free of charge 48 hrs prior to original day of arrival.

##### **2.5. Early departures**

If a guest departs before the scheduled date, the Hotel reserves the right to charge the full reservation amount.

##### **2.6. Transfer of reservation**

In the event that the reserved room is not available upon arrival, the Hotel reserves the right to relocate you if available to another room or to a comparable room in another location.

***For Reservations: 1-800-236-8399 Pour réserver***

***180, rue cooper street • ottawa • canada • K2P 2L5 • tel: (613) 236-5000 • fax/télec.: (613) 238-3842***

***Internet: [www.suitedreams.com](http://www.suitedreams.com) • E-Mail: [sales@suitedreams.com](mailto:sales@suitedreams.com)***

## 2.7. Pricing and offering errors

The Hotel retains the right to cancel reservations or adjust rates in cases where inaccurate information regarding prices or packages has been displayed or provided. This policy applies to all reservations and is in accordance with the cancellation policy outlined.

Hotel will refund a guest any deposit or the full cost of any prepaid advance booking made, via the original method used for payment.

## 2.8. Cancellation for reasons beyond the control of the Hotel

In the event that circumstances beyond the control of the Hotel, such as natural disasters, civil unrest, war, strikes, or labor disputes, prevent the Hotel from fulfilling its obligations under any agreement, this will not constitute a breach of contract. The Hotel reserves the right to terminate its obligations under the agreement without incurring any further liability to the guest.

The Hotel will provide a refund to the guest for any deposit or the entire amount of any prepaid reservation, using the original payment method.

## 2.9. Payment

Unless stated otherwise, payment is required at the time of departure.

The hotel will pre-authorize the guests' credit card before or upon arrival. This process temporarily sets aside the funds needed to pay for the accommodation and a security deposit. Any remaining hold will be released automatically after check-out, but it may take up to 10 business days for the funds to be released by the financial institution.

## 2.10. Arrival

Guest may check-in the room as of 4:00 pm on the day of arrival.

During the check-in process, guests will be required to present government-issued photo identification and provide a valid credit card for any incidental charges. The cardholder must be present and possess a valid government-issued photo identification.

## 2.11. Departure

The check-out time is 11:00 am. Any departures occurring after this designated time will incur a fee, the amount of which may vary based on the timing of the departure. This fee can range from a half-day charge to a full-day charge based on the Best Available Rate for the day.

## **3. NON-SMOKING POLICY**

The hotel prohibits smoking in non-smoking suites and balconies, including the use of tobacco, cannabis for medical or recreational purposes, and e-cigarettes. Any guest found violating this policy will be responsible for covering any costs or damages incurred by

the hotel room, premises, or property. Failure to adhere to this policy may result in a specialist cleaning fee of \$300 being charged to the guest. Please be aware that this fee is subject to change. Smoking areas are provided.

## **4. LIABILITY**

### **4.1 Limitations to liability**

The hotel shall not be held liable for any special, indirect, or consequential loss or damage resulting from any services provided or not provided to the guest, or from the guest's access or use, or inability to use the hotel's website. The guest hereby relinquishes any claims against the hotel, regardless of how they may arise.

### **4.2. Third parties**

Without prejudice to the foregoing, the hotel will not assume responsibility for any supplementary or third-party costs incurred by the guest in relation to any reservation, or during their stay.

### **4.3. Links to third party websites**

The links included on the Hotel's websites, emails, and publications are intended to provide additional resources that may be of interest to you. It is important to note that our inclusion of these links does not constitute an endorsement or recommendation of the websites or services they lead to. As such, we do not accept responsibility for any materials, services, or situations found on or related to these external websites.

### **4.4. Maximum liability**

Subject to the provisions stated above, Hotel's liability to Guest under these terms and conditions shall not exceed the total amount of money paid (or payable) by Guest to Hotel for the reservation. Unless the amounts exceed due to damages.

### **4.5. Exclusion**

These terms and conditions do not limit Hotel's liability for fraud, death, personal injury, or any other liability that cannot be excluded by law.

## **5. Validity**

In the event that any individual provision of these General Terms and Conditions is deemed invalid or void, such invalidity or voidance shall not impact the validity of the remaining provisions.

\*\*\*Children under 16 years old stay free when sharing a room with an adult