



Helping you discover ■ THE ARCTIC

## Hotel Policy & Rules

We hope that you will enjoy your stay and make full use of our facilities. Hotel guests are kindly requested to observe the rules outlined, so that their stay will be comfortable and safe. If guests do not observe these rules, the Hotel will be obliged to cancel their accommodations

## Cancellation Policy, Terms and Conditions

- > A valid credit card and photo ID with address should be produced upon check in.
- > Guests are invited to read these provisions and note their responsibilities, arrangements for payments, cancellation terms and limitations on the liability of Illu B&B.

## Cancellation Policy

It is the responsibility of our guests at the time of booking to consider these policies. Please be sure of your dates and travel plans before you book your stay with us. Once we have committed to hold a room for you, we will turn subsequent inquiries away. Due to the intimate size of our B&B, any cancellations greatly affect us. We appreciate your understanding of our policies as explained below.

- **Reservation deposit:** All reservations made by phone, email, or online are charged one-night deposit plus taxes at time of booking
- **Cancellation:** The cancellation is free of charge 7 days prior to the date of arrival, after this time we charge you 90% the room rate as cancellation fee, if we could not sell the room.
- **Refund of Deposit Policy:** Refunds of deposit will be made if cancellation notice is received at least seven (7) calendar days prior to arrival date. If less than seven days and we are able to re-rent the room, a refund will still be extended. Cancellations must be made by email.
- **Early Departures:** While we sympathize with unforeseen circumstances, once you have checked in, the room is no longer available to rent therefore no refunds will be given.
- **No-Shows:** If you have a confirmed reservation and you do not arrive, we will consider that to be a No-Show and you forfeit the deposit paid. No Shows will be charged for ALL reserved dates.
- **Gift Certificates:** Gift Certificates towards your reservation still require a deposit on the balance, paid with a valid credit card upon reservation, and are subject to all cancellation policies.
- **Visitor Policy:** Illu B&B is a very private place for rest and relaxation. Use of the room/suite areas is reserved exclusively for our registered guests. Please, no visitors to guest rooms.
- **Group Reservations:** For group reservations of rooms, refunds of deposit will be made if cancellation notice is received at least seven calendar days prior to arrival date. Cancellation policy applies. If less than seven days and we are able to re-rent the rooms, a refund will still be extended.
- **Important:** We highly recommend that you contact your travel agent or credit card company regarding trip cancellation insurance to cover refund of accommodations costs in case of unforeseen changes to your plans (such as, delays, strikes, closure of air space, death in family, etc.).
- Room charges quoted are for one or two guests (same price).



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## Terms and Conditions

***Pets and/or Animals*** - We regret that we are not able to permit pets of any kind in our Bed & Breakfast. The house, although a business, is governed by the rules, regulations and bylaws of a Private Residential Home, and some guests might be allergic.

### ***Additional House Policies***

- Illu B&B is **Smoke-Free**. If you are found smoking in the house, you will be asked to leave without a refund.
- We are not wheelchair accessible.
- Thank you for understanding: no candles, no cooking, no body oils on bed sheets.
- Please leave shoes on shoe racks at the entrance to help us maintain hygiene by not wearing outside shoes in the house.

### ***Rates, Check-in and Check-out***

- Rates are subject to change.
- Rates are for one guest; additional guest is charge at \$125.00 each and include a complimentary full breakfast.
- A two-night minimum stay is required on all major holidays and holiday weekends throughout the year, including special event weekends.
- **Check-in time** is 3:00 PM: We will, however, be happy to check you in early if the room is not occupied. You are also welcome to leave your baggage with us if you arrived early and the room is still occupied.
- Just as you would expect your room to be ready at check-in time, we are counting on you to arrive as close to the specified time as possible. Please e-mail or phone us to let us know if your scheduled arrival time has changed just in case, if you require airport pick. We do understand that at times plane flights might be delayed etc. and it may prove impossible to contact us, but a phone call or email is really appreciated if at all possible.
- **Note:** In case of late arrival conflict with our planned schedule to be at home to welcome you. Please call or email us at: 867-983 5173 and, [director@illuinc.com](mailto:director@illuinc.com), [finance@illuinc.com](mailto:finance@illuinc.com)
- **Check-out time** is 11:00 AM: As we have to prepare the room for the next check-in. If you have a late flight to catch and would like to explore the city one last time before your flight, you are also welcome to leave your baggage with us for the day.
- **Rates/Policies** are subject to change and vary during high impact periods and special requests.
- **Children over twelve years** old are welcome. All rooms are rated for 2 people maximum occupancy. No sleeping bags or cots can be brought in to rooms. We are unable to accommodate children under twelve.
- **Items left behind:** Regular items left behind require you to contact us for returns. We'd be happy to put it in the Canada Post pack, but we will ask you to pay for the shipping plus GST charged by Canada Post. (Larger items will incur extra charges.)



## For Personal Safety & Emergency Exits

1. Please refrain from using any electrical appliances such as heaters, cooking appliances or irons that could cause a fire.
2. Please do not smoke in bed or in any place where smoking presents a fire hazard.
3. Smoking is not permitted, except in the designated smoking areas. Please refrain from any other acts that could cause a fire in your room or anywhere in the Hotel. Smoking in a non-smoking guest room will result in charges to the occupying Guest for cleaning or replacement of bedding, curtains, wallpaper and so on, as well as the cost of repairing any damage.
4. Please review the emergency exit instructions posted on the inside of the guest room door and locate the emergency exits on your floor promptly upon your arrival.
5. Please remember to carry your key with you any time you leave your room. All room doors lock automatically and cannot be opened without the key.
6. Please make sure your door is locked when you leave your room. Please be sure to hang the door hook and use the door latch whenever you stay in the guest room, particularly at night. Please identify any visitor through the observation port or by partially opening the door while keeping the door latch engaged. Should you notice any suspicious persons, please contact the Front Desk immediately.
7. Please refrain from holding meetings with visitors in your room.
8. Please refrain from inviting outside visitors to your room.
9. In order to maintain hygiene standards, even in cases where customers request that we do not clean their room, the hotel retains the right to clean at any time deemed necessary.
10. We reject the use of our hotel by members of any gang or extremists. Even after a reservation has been made or during a Guest's stay, if the Guest is found to be a member of a gang or an extremist, the Guest will be asked to leave the Hotel immediately.

## Valuable & Items Deposited with the Hotel

1. Please do not leave important personal belongings or valuables unsecured in your guest room. The Hotel is not responsible or liable for any guest loss or damage of property or person. If you do not like or want to comply with our policies at anytime prior to check-in you are welcome to cancel your booking with us. Checking-in and staying with ILLU is agreement of our policies.
2. Lost and found items shall be surrendered to the appropriate authorities by the Hotel in accordance of the Accommodation Contract.



## Your Cooperation is Requested

1. Please do not bring onto the premises of the Hotel any of the following:
  - (1) Animals or birds of any kind, except service dogs;
  - (2) Gunpowder, oils or other explosives or inflammables;
  - (3) Objects emitting a foul odor;
  - (4) Unregistered firearms or swords;
  - (5) Objects of an unusually large size or in unusually large quantities; and
  - (6) Illegal drugs or other articles, the possession of which is prohibited by the laws Nunavut.
2. Gambling or other acts that are contrary to good morals or that cause an annoyance are strictly prohibited.
3. The rooms or lobby of the Hotel may not be used for any business purposes, or for any purpose apart from accommodation, without the express permission of the Hotel.
4. Please do not hang any items or objects whatsoever from the windows of your guest room.
5. The distribution or display of advertisements and the sale of goods on the premises of the Hotel are prohibited without prior written authorization.
6. You are reminded that unauthorized publication for business purposes of photographs taken on the premises of the Hotel may be subject to legal action.
7. Please do not place any personal or Hotel belongings in the lobby or passageways of the Hotel.
8. Except in emergency situations, please refrain from using the emergency staircases, going up to the roof or entering areas where there is machinery, areas where Hotel property is stored or other areas where guests and visitors are not permitted.
9. You will be charged for any damage to the Hotel's property caused by you or by your guests.
10. Please do not remove/take away any items belonging to the Hotel, as you will be charge for the replacement cost of these items.