

## 1. Scope

Hotel Epik is a community of adventure seekers who trust one another and who trust us as a company. We take our guest's privacy and security very seriously. We do not sell or share our guest's personal information. Whenever you provide personal information, we will treat that information in accordance with this policy, current Canadian Data Protection legislation and Internet best practice.

By using our website, you consent to the collection, storage and processing of your personal information by us in to the manner set out in this privacy policy. Changes to this policy will be posted on our website.

## 2. Room rate and city tax

The room rate charges agreed when you made your reservation will apply to your booking. Meals, mini bar, drinks and other extras are not included in room rate charges, unless otherwise agreed. All charges are excluding of taxes and must be paid in local currency

## 3. Cancellation, modifications and no-show

Depending on the rate plan you may cancel or modify your booking. If cancellation is not possible or you don't show up, depending on the rate plan an amount up to the amount of the full stay plus taxes will be charged to your credit card on file. For more information see the respective rate plan details.

If you have booked a room through the use of a travel agency or an online travel agency (such as Booking.com, Expedia and Hotels.com), you must cancel or modify your booking through the agency that you used to make the booking.

Refunds of prepaid charges are generally processed within five business days after your request to cancel or modify your booking.

## 4. Check-in

From 3pm on. If a room is available for early check-in, you can check in early.

## 5. Check-out

Until 11am. If you have not checked-out by, a late check-out fee may be charged. If you have not checked-out by 4pm we may charge an extra night. Open balances will be charged to your credit card on file.

We can store your luggage for one day on the day of check-out.

## 6. Late check-out

Depending on the hotel availability, late check-out may be possible against payment of an additional fee.

## 7. Shortening your stay

If you need to shorten your stay, the full value of your booking will be charged if you have booked an prepaid rate. If you need to shorten your stay and have booked a standard rate, please inform our staff asap but at least before 11am on the day of your early check-out. If you inform us later than 11am a late check-out fee or even the next night's stay will be charged depending on the time of notification. For more information see the respective rate plan details.

## 8. Invoice

An invoice will be sent to the email address provided at the time of booking or at the time of check-in. Invoices cannot be modified after check-out.

## 9. Age

If you are underaged and you are not accompanied by someone of age 18 or older, we reserve the right to evict you from the hotel.

## 10. Room occupancy, children and extra beds

Cots and available on a first come, first served basis. Maximum capacity of total guests in a room is indicated on each room categories' description. Only a child of age 4 or under can be an exception to this policy.

## 11. Pets

Pets are not permitted at our hotel. If you or your party needs a pet friendly room during your stay, please notify us in advance of your arrival.

## 12. No smoking and vaping. Alcohol

Smoking and vaping is not permitted inside the hotel. If smoking or vaping is detected a fine will be charged to your credit card on file.

Alcohol purchased outside of the hotel may not be consumed in any of the public areas.

## 13. Damage to hotel

Any damage to rooms or the hotel premises caused by your party during the stay and items missing upon your departure will be charged to your credit card on file

## 14. Lost and found

You acknowledge and agree that Hotel Epik cannot be held liable for lost, damaged or stolen items. If you leave an item behind, it is your own responsibility to retrieve such item.

## 15. Wifi

Our wireless network is provided “as is” without warranties of any kind, either expressed or implied. We do not warrant that access to our wireless network will be uninterrupted, timely, secure or error-free at all times or will meet your requirements. We are not responsible for the security, integrity, accuracy or completeness of any information that you transmit or receive while using our wireless network.

Our wireless network is provided to you at our discretion. Your access may be blocked, suspended or terminated for any reason.

## 16. Recording and photography

Any audiovisual recording, photo shoot, reproduction or representation of images including the premises and buildings of the hotel other than for strictly private use is subject to our prior approval. Permission can be obtained by contacting us at [info@Epik.com](mailto:info@Epik.com).

## 17. Liability. Parking

Our liability to you shall not exceed the amount of the charges paid by you to us save to the extent any liability cannot be excluded or limited by law. We will also not be liable to you for any special, indirect or consequential loss or damage.

Parking assistance is offered to hotel guests only. Hotel Epik shall not be held responsible for any loss (including contents) or damage to motor vehicles, or theft however caused. Losses, damage and/or theft should be reported to the police. The charging of a parking fee only constitutes permission to park in a designated area.

## 18. Force majeure

Hotel Epik does not accept liability or pay any compensation for our failure to provide services contracted due to circumstances beyond our control, such as acts of God, (natural) disaster, fire, (acts of) war and terrorism, strikes, riots, civil disorder, governmental regulations, industrial disputes, adverse weather conditions or any other exceptional and catastrophic event, circumstance or emergency, making it impossible, illegal or preventing guests from staying in our hotels.



# Terms and Conditions

## 19. Privacy

During the reservation process and your stay, Hotel Epik collects your personal data. These data are processed in accordance with our Privacy Statement and also according to any applicable laws and regulations.

## 20. Governing law and jurisdiction

Hotel Epik is located in Canada. Please be aware that if you are visiting our site from outside the Canada that all information you provide, including any personal data, and any information that is collected, stored or otherwise processed by Hotel Epik will necessarily result in the transfer of information across international borders to, and from Canada. By using our site, you agree to the transfer and processing of your data in Canada in a manner consistent with the terms of this country.

## 21. Credit Card Verification

The hotel wishes to ensure that the payment method is valid. That's where pre-authorization comes in. It's like a security check, temporarily holding a nominal amount on your card to guarantee your booking. The funds are immediately returned but it may appear as a transaction on your online account. These verifications are automated and random.