

# NOVOTEL

TORONTO VAUGHAN

## Hotel Policy

Welcome to Novotel Vaughan!

To ensure a pleasant and comfortable stay, please take a moment to review our Hotel policies below.

As a guest of Novotel Vaughan, you accept full responsibility for any breakage, loss or damage caused to the Hotel property directly or indirectly caused by you or by any other occupant / guest hosted at the property. Novotel Vaughan reserves the right to recover damages from the security deposit secured up on arrival. Where this deposit is not sufficient to cover the cost of applicable charges, the Guest agrees to pay the balance following notification by the Hotel.

Rates do not include applicable taxes and are subject to 13% harmonized sales tax and a 4% Municipal Accommodation Tax.

For your convenience, free parking is available at the Hotel. Novotel Vaughan is not responsible for damage or loss vehicles on Hotel property.

## Check In / Out Policy

Check In: 3:00 PM

Check Out: 12:00 PM Noon.

Late checkout may be arranged, subject to availability, for a fee.

Please notify Front Desk no later than 12PM noon of the day of scheduled checkout.

Late checkout is not guaranteed and is dependent upon occupancy levels. Novotel Vaughan reserves the right to remove guest luggage for temporary storage on the day of checkout should a guest not be in the guest room at the pre-determined checkout time.

## Smoking Policy

Novotel Vaughan is a 100% smoke-free property. The smoking of tobacco, cannabis and vaping are strictly prohibited in all public spaces including meeting space, reception areas, restrooms, hallways, stairwells, and guest rooms, as well as patio. Any violation will result in an additional charge of \$250. Failure to comply may result in a fine for offenders and possible expulsion from the premises.

## Special Requests

While we will make every effort to honour special requests such as a specific floor or room number, adjacent rooms, roll-away beds, etc. upon your arrival, requests are subject to availability and not guaranteed.

Cots / rollaway beds can be placed in a room for an additional fee and are subject to availability.

## Pet Policy

Novotel Vaughan is pleased to welcome your furry family members to our property. Please refer to the Novotel Vaughan Pet Policy & Agreement.

## Common Areas

At Novotel Vaughan, we strive to ensure the comfort and safety of our guests and Team Members. To afford a comfortable atmosphere to all, footwear must be worn throughout all common areas of the Hotel including our lobby, meeting space, Trio restaurant, patio and corridors.

## Security Deposit & Payment Types

A security deposit of \$150 will be taken at the time of check-in for incidentals on credit card.

Novotel Vaughan accepts Visa, MasterCard, American Express, Discover, Union Pay, Alipay, cash and debit card as of payment for room, taxes and other charges. Please present the same credit card used to guarantee your booking when checking in. Novotel Vaughan does not accept personal cheques as a form of payment for room and taxes.

## Lost & Found Policy

Novotel Vaughan assumes no liability for lost, misplaced, stolen or damaged valuables or belongings. Please contact Front Desk if you discover that you may have left something of value behind so that we may assist in locating your lost item.

Novotel Vaughan is not responsible for any item left behind by a guest, however, items left behind and found after departure by our staff will be collected, logged and kept in a secure location for up to 14 days. Reasonable efforts will be made to notify the guest that an item has been found.

If a lost item has been confirmed as being found by the Hotel, the guest may make the necessary arrangements for the return shipping of Items. Novotel Vaughan is not responsible for any item lost or misdirected during shipment.

If a complaint occurs due to the negligence of those occupying a guest room, disorderly conduct, unlawful activities, or repeated noise complaints, the offending guests may be evicted and/or receive additional charges to their account. If a Guest is evicted, they are not entitled to any refund. If damages occur to the guest room or other areas of the hotel, the cost of the damage will be charged to the credit card registered upon check-in.

## Damage / Theft

Novotel Vaughan reserves the right to charge Guests the cost of theft of Hotel property and/or rectifying damage caused by the deliberate, negligent or reckless act of the Guests to the Hotel's property or structure. Should this theft or damage come to light after the Guest's departure, we reserve the right to make a charge to the Guest's credit/debit card or send an invoice for the amount to the registered

## Noise

In order to respect the sleep and tranquillity of our guests any excessive noise that disturbs the tranquillity of the guests could result in your eviction from the hotel without refund and with charge to cover additional costs of control and/or compensation to other customers.

Neither the consumption of food and/or beverage, nor is the gathering of guests permitted in common areas including guest room corridors, and ground and lower level floor hallways, lobby, pre-function spaces and nooks. Consumption of alcohol is prohibited in the above named Hotel space. Guests are welcome to enjoy beverages in our licensed Trio Restaurant Lounge and patio.

Novotel Vaughan reserves the right to refuse service or evict a guest: for refusal or failure to pay for accommodations; is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times; seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to Hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room; refuses to abide by the reasonable standards or policies established by Novotel Vaughan for the operation and management of the Hotel.