



**Neill Wycik Hotel**  
**96 Gerrard Street East, Toronto, Canada**  
**416-977-2320 x. 3020 | 1-800-268-4358**

## **RESERVATION AGREEMENT**

### **Minimum Age Requirement**

Guests must be 19 years of age to make a reservation. Anyone younger than 19 years of age must be accompanied by someone 19 years of age or older.

### **Check-in & Check-out**

Check-in time is 4:00 pm and check-out time is 10:00 am. If you arrive early, complimentary luggage storage is available on site. All departures later than 10:15 am will be charged a \$40 late check-out fee to the credit card on file. Early check-ins may be requested but cannot be guaranteed. Please contact the reception desk for assistance.

### **Guarantee, Cancellation, or Change of Reservation**

A valid VISA or MasterCard is required to reserve a room. All cancellations must be done on or before 4:00 pm EST two (2) days before arrival (48 hours' notice) to avoid a no-show charge equal to one night's room rate plus applicable tax, which will be charged to the credit card used to guarantee the reservation.

### **Non-Refundable Rates**

Reservations that are deemed "non-refundable" are not subject to cancellation policies and are non-transferable. In order to secure a lower rate at the time of the booking, the guest has waived the ability to cancel. The amount for the entire stay is due at check-in time of the reservation and is not refundable for any reason.

### **Maximum Occupancy of Rooms**

The hotel provides only twin-style beds to its patrons. Room rates are based on the style of a room for which a certain number of beds can be occupied. Maximum occupancy per bed is one (1) person. Therefore, single rooms have one (1) bed, double rooms have two (2) beds, quad rooms have four (4) beds, dorm rooms have four (4) beds, and monthly rooms have one (1) bed. Please note, children eight (8) years-of-age are required to stay in their own bed to ensure their safety.

### **Payment Policy**

A valid VISA or MasterCard is required at the time of the booking and is placed on file for payment and incidental purposes. The credit card will be charged at the time of check-in for the full length of stay plus taxes. Should patrons choose to pay with cash, the hotel accepts CAD and USD however, the first night must be paid via credit card. Please note, all USD is accepted at par and all cash transactions are non-refundable. Proper government-issued identification is required (passport, driver's license, birth certificate etc.). Please note, health cards and any identification without a photograph, will not be accepted. Furthermore, student cards are not permitted.

### **Taxes**

Our rates are subject to change without notice. In addition to the quoted room rate, all guests are required to pay the 13% Harmonized Sales Tax.

**Illicit Activity**

The hotel will report all suspected illegal activity to the appropriate authorities and reserves the right to refuse service to anyone suspected of involvement in such activity. The hotel reserves the right to enter any area of the hotel, including guestrooms, should there be a reason for suspicion of illegal activity or if we suspect our property, staff, or guests are at risk.

**Damage to the Room and Public Spaces**

Any type of loss or damage to items in the room or any public space will result in a charge that will be at the discretion of management.

**Non-Smoking Policy**

The hotel is a non-smoking property and all guest rooms are non-smoking. Smoking in the rooms will result in a cleaning fee of \$250.00 CAN, and continued noncompliance will result in dismissal from our property.

**No Pet Policy**

Pets are not allowed in our guest rooms and hotel public areas, with the exception of registered service animals. Noncompliance will result in a \$200.00 CAN cleaning fee and dismissal from our property.

**Bag Storage**

Should guests need to leave their baggage on our property before checking in or after checking out, the hotel will issue a bag check. In consideration for the free storage of the property covered by the check, the hotel is not liable for the theft, loss, damage or destruction of the property in the absence of gross negligence on the part of the Hotel or its employees. If the property is not claimed within 24 hours, the hotel shall have the right to examine its contents, in the presence of management, for security purposes. After the 24-hour period, there will be a \$3 per day charge for each bag/luggage until retrieved by the guest. After 30 days, the hotel reserves the right to treat the luggage/bags and its content as abandoned by the guest and can donate or discard at the discretion of management.

**Do Not Disturb Policy**

All of our guest rooms are equipped with “Do not Disturb” (DND) signs. When the “DND” sign is placed on the door handle and visible on the outside of the door, the hotel’s staff members will be alerted not to knock or enter the room for any reason. When the “DND” sign is in place, your room will not be serviced. Management reserves the right to enter a room with a known status of “Do Not Disturb” in the event of an emergency or if suspected illegal activity is taking place.

**Parking**

The hotel has extremely limited parking and as such, its parking spots are issued on a first come first served basis at a charge of \$15.00 per night.

Guest Name: \_\_\_\_\_

Guest Signature: \_\_\_\_\_

Date: \_\_\_\_\_