



DORDÉAN SUITES POLICIES

We strive for excellence and want every guest to have a wonderful stay.

Please read through our policies below. Please note that rates and policies are subject to change based on the owners' discretion.

PAYMENT POLICIES

Payments are accepted via credit card and reservations must be paid IN FULL at the time of booking, prior to your arrival. You will receive a booking confirmation email within 24 hours. Please contact us if you do not receive this confirmation.

We do not take deposits for any reservation, but we do always require a valid credit card on file in order to hold a reservation for you.

We allow guests to book up to one year in advance. Rate adjustments (if applicable) are made in December for the following year. Reservations made for a stay in the same calendar year will not have any rate adjustments applied.

CHECK-IN & CHECK-OUT

Check-in: 4:00 PM – 6:00 PM. If you are arriving outside of check-in times, please call or text message to make arrangements. If you fail to notify us of your anticipated check-in time, we cannot guarantee that you will be able to access your suite until the following morning, and you will be charged for the night's stay.

Check-out: 11:00 AM. For customers who check out later than 12:00 PM daily, the daily site/room fee will be charged.

CANCELLATION POLICIES

We recognize that many of our guests make vacation plans months or up to a year in advance. We understand that sometimes plans change and guests need to reschedule or even cancel a reservation.

We are happy to reschedule your reservation based on availability at no extra charge if we are provided with greater than fourteen (14) days notice before check-in. Any changes or cancellations made between seven (7) and fourteen (14) days prior to arrival will incur a 50% charge. In the unlikely event that you must cancel with less than seven (7) days notice, shorten your stay or check out early, please understand that we must ask you to take responsibility for your entire reservation. If we can rebook the Dordéan Suites, a full or partial refund will be considered.



In the very unlikely event that Dordéan Suites is forced to cancel a reservation, guests will be offered their choice of a full refund or reservation change without penalty. Canceling a reservation is not an action that we would ever take lightly and would be an absolute last resort in extreme circumstances such as natural disaster, severe weather, pandemic related lockdown etc.

ALL CANCELLATION REQUESTS MUST BE RECEIVED VIA EMAIL so that we have a record of the request. We will send you a confirmation of a cancellation via email for your records. If you do not receive a cancellation email, it is your responsibility to contact us by phone to ensure that your reservation has been canceled and request the email cancellation notice.

ATTENTION: We have a ZERO CANCELLATION POLICY for Nova Scotia Heritage Day weekend, Victoria Day weekend, Canada Day weekend, Natal Day weekend, Labor Day weekend, Thanksgiving weekend, Christmas Eve and Christmas Day, New Years Eve and New Years Day, or Special Events.

CANCELLATION DUE TO VEHICLE BREAKDOWN/ACCIDENT, HOSPITALIZATION, ILLNESS, or DEATH IN THE FAMILY: We understand that vehicle breakdowns or accidents occur at the worst possible times and are often very costly. If you have an accident or experience a vehicle breakdown enroute to your suite, we will consider refunding your entire reservation, less a 5% credit card processing fee, with proof of the accident or breakdown. Should a guest become so ill that they cannot travel or require hospitalization before their scheduled arrival or during their stay, we will consider refunding your reservation, less a 5% credit card processing fee, with a doctor's note or proof of hospitalization. If a guest has a death of an immediate family member, we will refund your reservation, less a 5% credit card processing fee, with a copy of the obituary or death certificate.

CANCELLATION DUE TO INCLEMENT WEATHER IN THE AREA: Should you need to cancel your reservation due to inclement weather in our specific region that has resulted in the Nova Scotia Department of Transportation advising against road travel to our specific area, we will cancel the reservation at no charge to the guest IF THE GUEST CALLS OR EMAILS with a cancellation, less a 5% credit card processing fee. Guests who fail to call and cancel and no show will not be issued a refund.

VISITORS

Visiting hours are between 9:00 AM – 9:00 PM. All visitors with daily entry must leave before 9:00 PM. Visitors who do not comply with the property regulations will be ordered to leave.

Guests must provide notice should they wish to have additional visitors on the property. Visitors will be charged \$40 for overnight stay if they stay the night in the primary guest's booked suite.



VEHICLES AND PARKING

Each suite has its own designated parking space, please ensure that you keep to your own space. No other vehicles, except those of the guest should be parked in the designated space.

The speed limit is always 10 KM/H on our property. This is for everyone's safety and to keep the property a pleasant environment for all our guests. If you are stopped for speeding, we will kindly remind you to follow the speed limit and reduce your speed.

PET POLICIES

Dogs only, with a limit of one (1) dog per suite. Dogs must be under 70lbs.

Dogs may not be left unattended in the suite at any time. Please keep in mind that not all guests are comfortable with dogs. We ask that you keep your dog quiet, controlled, and leashed at all times when on our property. Do not leave your dog outside unattended!

Please clean up after your dog immediately. We want to keep the property nice for all guests. If you or your guests are observed by staff to be in violation of our pet policies, one verbal warning will be issued. A second violation of our policies will result in an immediate eviction from the property with no refund.

CAMPFIRES

Open campfires are not permitted on the property.

There is a general campfire area with a propane chiminea for the use of guests.

Each suite has its own individual propane fireplace.

GENERAL COURTESY

No excessive consumption of alcoholic beverages. Any improper behavior caused by a drinking issue will be subjected to a warning; customers who still show inappropriate behavior will be ordered to leave immediately.

Quiet hours are from 10:00 PM – 8:00 AM. A noise complaint may lead to a warning or eviction.

Please respect our grounds and do not damage our gardens, trees or shrubbery.

Do not leave any trash outside, as we do occasionally have visits from bears and other animals.

SAFETY DISCLAIMER

Please secure your own valuables. The Dordéan Suites is not responsible for loss or theft. The Dordéan Suites is not responsible for any accidents or injuries on property.

RENTAL POLICIES

While in the suite, please remember the following:

THE DORDÉAN SUITES

OF CHESTER



- The Dordéan Suites of Chester promotes a green and healthy lifestyle and is a non-smoking property. SMOKING, VAPING or MARIJUANA USE is completely prohibited and NOT permitted inside any of the suites or elsewhere on the property. *If evidence / observation of violating the smoking policy, a \$300 charge will be added to your bill.*
- Towels and linens are not to be removed from the suite.
- Do not leave the doors open or remove the screens, as it will attract bugs and possibly animals into the suite.
- Lock all the doors when you leave the tiny home suite for the day.
- All items in the tiny home suite are inventoried before your arrival and at your departure. Missing items from the suite will be charged back to your card on file.
- We ask that you are respectful of our property, inside and out of the suites, and leave the suites in good condition. Wash all dishes and place them in the dish drainer. Turn off the coffee pot, all appliances in the kitchen, and lights as you leave.
- Please take all major trash to the black bins outside of the office area if it does not fit in the trash cans within the suite.
- Do not turn off the heat or AC units, please!
- Lock the door upon your departure (if you have keys, please leave them on the table in the suite).

DAMAGE POLICY

You are liable for any damage caused (whether it be by a deliberate, negligent, or reckless act) to the suite(s) or property caused by you or any person in your party whether or not staying at the Dordéan Suites during your stay. Dordéan Suites has the right to charge your credit card in such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by Dordéan Suites as a result of the aforesaid.

Should this damage come to light after the guest has departed, we reserve the right to charge you for any damage incurred to your suite or the property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting a specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.