



**STANDARD TERMS & CONDITIONS
(NEW - EFFECTIVE JANUARY 7, 2008)**

Ste. Anne's Spa is an "all inclusive destination spa", which means that reservations are always required and must be made in advance. As such, we do not attract or accept "walk-in" business and all of our services are sold as part of an overall package designed to provide a relaxing experience in an exclusive setting. We offer two types of packages; Day Spa and Overnight. By all inclusive, we mean that rooms (overnight bookings only), pre-booked spa treatments and group activities and classes, meals, gratuities and use of the facilities are included in the quoted rate. Ste. Anne's facilities are not open to members of the public who do not have a reservation for one of our packages.

Due to our rural location, we offer a range of prearranged transportation options, and encourage our guests to take advantage of these alternatives, not only to maximize the relaxing benefits of your stay with us, but also to ensure safe arrival in inclement weather. In order to provide the resources, deliver and maintain the facilities and services required for such an experience, the following policies apply to cancellations and rescheduling of reservations:

- At the time of booking, a non-refundable deposit equal to 50% of the total value of the package and services being booked is required to confirm and hold your reservation.
- A confirmation letter or email will be sent to the person making the reservation within 48 hours of the deposit being taken, at which point the reservation will be considered confirmed.
- Once a reservation has been confirmed, any date changes will result in a service charge equal to 15% of the deposit to cover the administrative costs associated with re-booking. The balance of the deposit will be held for up to one year, during which time it can be applied to another booking or a gift certificate purchase. Any deposit that is unused after one year will be lost.

- Failure to show up for a reservation without providing 72 hours notice of a cancellation, arriving a day or more late, or leaving a day or more early will result in forfeiture of the entire deposit. Missed spa treatments will be billed to the credit card number on file at the full price.

**LAST MINUTE TERMS & CONDITIONS
(NEW - EFFECTIVE JANUARY 15, 2008)**

- To qualify for last minute pricing, you must call less than 5 days in advance of your arrival and must pay for your entire stay in full at the time of booking.
- Last minute specials are valid on new reservations only, and cannot be combined with any other promotional offer, voucher or purchased as a Gift Certificate.
- Last minute bookings are subject to availability, and are non-refundable. Cancellations and changes are not permitted.

CHECK IN AND CHECK OUT INFORMATION

- Overnight check-in is 4:00 pm (you may arrive as early as 2:00pm for use of the facilities), check out is 12 noon from your room and 4:00 p.m. from the facilities.
- If you would like to arrive earlier or stay later, ask about our extension packages.
- We suggest arriving 1/2 hour before your first scheduled activity or spa appointment.

MEDICAL CONCERNS

- Certain medical conditions such as recent surgery, cancer, high BP and heart disease, may not be compatible with certain spa treatments. It is your responsibility to discuss any concerns you may have with your medical doctor and notify your reservationist at the time of booking.



IN THE SPA

- Advance booking of spa treatments is highly recommended to ensure availability.
- Ste. Anne's employs both male and female spa therapists.
- Casual, comfortable attire is encouraged throughout the spa; terry bath robes are provided for all guests for use during their stay.
- Please bring slippers, and a bathing suit, as well as outdoor and fitness attire.
- Loose fitting clothing is required for Thai and Shiatsu Massages.
- Your spa schedule will be confirmed upon the booking of the treatments.
- If you would like to review your current schedule please call our Spa Booking Department.
- If there are significant changes made from your original schedule, you will be notified.
- A personalised spa itinerary will be given to you upon arrival.
- A receipt for insurance purposes will be issued for all Swedish massages performed by a R.M.T..
- Spa treatments must be cancelled within 24 hours of start time to avoid charges.

FACILITIES

- year round facilities at Ste. Anne's include: walking trails, outdoor hot tub, plunge pool and lap pool, indoor steam room, dry saunas, and a therapeutic pool; summer only, tennis courts and outdoor swimming pool.

MISCELLANEOUS

- There is no smoking throughout the Inn, including the grounds.
- We are not licensed to sell spirits, however overnight guests often bring wine to enjoy with dinner.
- If you have reserved train tickets and cancel, please return the tickets in order to receive a

refund on your account.

- The Ste. Anne's Spa experience is not recommended for those under the age of 16.
- Locker space is limited, pack a small bag of essentials.
- The Innkeepers, Farmhouse and Gables, Haldimands, Birdsong and Sentosa are all secluded, self-contained units, separate from the main building. Given the fact that these units are secluded and separate from the main building, we suggest that personal comfort in a rural atmosphere is essential in order to be comfortable in these units.

MEALS

- Available to registered guests only. Included in most overnight bookings are breakfast, lunch, afternoon tea and dinner (excluding Bed & Breakfast Packages).
- Breakfast is served between 7:30 a.m. and 9:30 a.m. (hot), until 10:00 a.m. for continental. No reservation is required.
- Lunch, Tea and Dinner times will appear on your itinerary.
- Day Spa, please see your itinerary for full details.