

# ADDITIONAL INFORMATION

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## **CANCELLATION POLICY**

Cancellations must be made by 5:00pm the day before the scheduled date. Reservations that are not cancelled by 5:00pm the day before will be processed and room charges will be applied to the full amount.

## **REGISTRATION/DROP OFF POLICY**

Kids must be brought to the Activity Centre by a parent or legal guardian to fill out the registration information as well as sign all applicable liability waivers. Children must be ready to go for the day, with appropriate clothing and footwear for the scheduled activities. Please inform your booking agent of any food allergies, medical conditions or other special considerations during reservation.

## **PICK-UP POLICY**

The parent or legal guardian must indicate at registration who will be picking their child up at lunch or the end of the day. Only the parent or legal guardian or their designate will be allowed to take custody of the child and program staff may ask for photo identification.

## **PERSONAL ITEMS**

Please note that we highly recommend no personal items be brought to the Kids @ The Castle venue. Cell phones, MP3 players, jewelry, handheld gaming devices or other electronics are not to be used during activity time and should not be brought. Program staff will not be held responsible for lost or stolen personal items or valuables.

## **HEALTH POLICY**

To ensure the continued health of our staff and guests, no child exhibiting cold or flu-like symptoms will be allowed to participate, regardless if they are running a fever or not.

## **BEHAVIOUR POLICY**

All of our guests are expected to act in a respectful manner towards each other, as well as, to program staff, hotel staff and other guests. Horseplay, play fighting, name calling, littering, disrespecting another's property or littering will not be tolerated. The child's parent/guardian may be contacted to pick them up and they may not be accepted into the program in the future.

## **FOOD POLICY**

Snacks are provided, to ensure the safety of all of our guests, please do not send food along with your child. All snacks are peanut-free. Please advise our staff of any food allergies or preferences when booking as well as at registration.

## **GROUP OFFERINGS**

Those hosting their events, conferences and meetings at the hotel are welcome to explore our Group Offerings to add a more dynamic approach their time here at 'Canada's Castle in the Rockies'.