



Group Leader Responsibility Agreement

The Painted Turtle Guesthouse is proud to be Nanaimo's #1 group accommodation facility. Every year, we welcome sports teams, school groups, weddings, corporate retreats, and family reunions from across the province and around the world. We specialize in groups of 10 to 55 people.

The group's leader (the "Group Leader"), members and chaperones (collectively, the "Group") are encouraged to use the services and facilities of the Guesthouse, subject to the following conditions:

- **The Group Leader accepts full responsibility for the conduct of every member of the Group and any resulting costs, and agrees to save harmless and indemnify the Guesthouse from and against any and all claims by or on behalf of any person, firm, or corporation arising from the conduct of any member of the Group.**

GUESTHOUSE CUSTOMS

We love all our guests and want each guest to have a pleasant and memorable experience at the Painted Turtle Guesthouse. We DO NOT accept any behavior that would negatively impact on another other person's enjoyment of stay. To achieve this level of comfort and harmony, we ask group members to be aware and respectful of other guests while staying in the Guesthouse. The Group Leader is to ensure that the Group adheres to the following conditions:

- We are 100% smoke, candle and naked flame free. Smoking is not permitted anywhere in the building.
- There is to be NO noise in the sleeping rooms after 10pm or before 7.30am
- Intoxication is unacceptable, but a social quiet drink in the Great Room is acceptable.
- Food & drink is to remain in the Kitchen Area, there is to be no food or drink in the rooms.
- Only registered guests will be allowed in the guest rooms after 10.00pm.
- Check out time is by 10.30am
- Room keys must be returned to avoid lost key charges that will not exceed \$250.00
- Boisterous or mischievous behavior or behavior that is dominate or inappropriate will not be tolerated
- Every 10 young people must have at least one chaperon assigned to them, or there must be a minimum of one chaperon per five rooms.
- Sports equipment is to be stored in the Guesthouse's storeroom and not in the guest's room. The Group accepts full responsibility, and the Guesthouse is not liable, for any loss, damage or injury resulting from, or in any way related to the storage of any and all of the Group's sports or other equipment in the storage facility.

If a group member fails to uphold our customs, the Guesthouse reserves the right to request the departure of any guest or guests without reimbursement.

The cost to repair damage and of any additional cleaning to the guest rooms or other Guesthouse facilities caused or necessitated by actions of the Group, will be charged to the Group Leader's credit card. In the event that the Group disturbs other Hotel guests, the amount of any associated refunds to these guests will be charged to the Group Leader's account.



CANCELLATION POLICY

All guaranteed Group Bookings have the following Cancellation Policy:

- **60+ days prior to check-in:** Deposit will be refunded in full less 15% administration fee of the total room rentals.
- **14-60 days prior to check-in** (including bookings made within this period): Any cancellation will result in loss of the booking deposit already paid (ie 50% of total room rentals).
- **Within 14 days of check-in** (including bookings made within this period): Cancellation will result in loss of any paid deposit and the **group will be charged the balance of monies due**. Additionally, if there is a reduction in the total rooms required, a fee of 1 night's accommodation applies for each cancelled room.

I understand and accepted the above conditions and accept full responsibility of all actions of the Group.

Name: _____ Date: _____ 20_____

Signature: _____

Please sign & return fax to (250) 753-4434
