



## Terms & Conditions Retreats & Full Facility

### Rates

The retreat package prices are per person per weekend and a minimum of 10 people is required for that pricing or \$40 additional fee per person is required (overall minimum retreat size is 6 people). At Booking, rooms 1- 4 are booked, when names on each room are submitted the entire facility can be booked. 5% GST will be added to all prices & 4% Alberta Room Tax to the room portion.

#### 2 Night Rate Before Tax Rates:

- Own Room \$290
- Own Queen Bed/Shared Room \$250
- Shared Queen Bed \$230
- Twin Daybed or Cot \$230

#### 3 Night Rate Before Tax Rates:

- Own Room \$375
- Own Queen Bed/Shared Room \$375
- Shared Queen Bed \$345
- Twin Daybed or Cot \$345

Minimum room capacity - Queen beds must be used in rooms before cot/day bed can be used. Queen Room minimum is 1 person in Queen bed and Double Queen Room minimum 2 persons, 1 person in each Queen bed used before daybed or sharing queen bed, as we cannot book a partial room.

~ SAVINGS ~ Over 14 people 15% off per person ~ SAVINGS ~

~ Weekday Retreats 10% off per person ~

### Massages

1. We have Partnered with local Massage Therapists.

Gillian Andrews RMT (403) 415-5847

Relaxation - Therapeutic

45 Minutes - \$65

60 Minutes - \$75

90 Minutes - \$110

2. Massage and Spa Services provided by invited outside therapists or retreaters must be arranged ahead of time and be set & completed in assigned area/room upon approval. Outside Services are subject to \$75 per day which includes Room, any required Linens, any meals served during the day.

### Deposit & Cancellation Policy

#### **Your Retreat Booking is Our Mutual Commitment**

1. Retreat/Full Facility cancellations \$500 per night of booking will be charged to booking credit card. Cancellations must be in writing either by email or fax.

**A.** For Individual Retreaters Free Cancellations or Changes can be made 7 days prior to retreat or \$230 min charge applies to that person. We encourage the organizer to take individual deposits or full payment from people to ensure commitment as the organizer is responsible for the entire groups bookings.

**B.** If we can re-book your cancelled retreat we will not charge cancellation fee. It is highly unlikely we will be able to re-book as we have been turning others away to hold your booking.



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C. Cancellations impact our business greatly due to our size and location. Know that we sincerely appreciate your business.

2. B&B Nights: Free Cancellations or Changes can be made 7 days prior to check-in date or the First night's rate plus taxes are charged to booking credit card. Cancellations or changes made on check-in date (Example: No Show, Weather, Vehicle Problems, and Deaths) are charged 100% Reservation including multiple days to booking credit card. B&B stays before Retreats are not Guaranteed use of the Conference Room but can have access if available. To Guarantee Conference Room booking the regular day rate of \$200 is required.

**Check-In** Check-in Time for Rustlers Lodge is 4 pm to 9 pm unless otherwise arranged. Please inquire about early check-in ahead of time. Retreats can arrive at 12 pm for Banquet Room and Guest Rooms if ready or Guaranteed by 4pm.

**Check-out** **Conference Room** is guaranteed until 3pm on Departure Day. Please Inquire about late check-out availability.

**Guest Room** Check-out time is 11am, if a late check-out is required please inquire at check-in if your room is available for a late check-out. Please leave keys in the room or hanging on the key rack at the main door. Lost Key Replacement is a \$25 fee.

**Meals** Meals are buffet style and are served around the pool or out on the patio. Specific Meal times are determined by the group. Most allergies and food preferences can be accommodated with notice.

Day 1 Arrival Day	- Supper 5-7pm
Day 2 and/or Day 3	- Continental Breakfast - 5-9am - Brunch: 9-11am - Supper: 5-7pm
Departure Day	- Continental Breakfast - 7-9am - Brunch: 9-11am

**Continental Breakfast** is available at your convenience in the conference room, to accommodate fluctuating wake up times of all retreaters. The coffee will be set to be ready at 7:00am unless otherwise requested. The Large Coffee Pot is set the night before and can be started at anytime in the morning. Continental Breakfast Consists of baked goods, cold cereal & milk, fruit, yogurts, toast, juice, water, coffee & tea service.

**Brunch** available at specified time the Group chooses between 9-11am. Brunch consists of Breakfast meat, Egg dish, Breakfast Side, Baked goods, Fresh Seasonal Fruit, Oatmeal and fixings, Yogurts, Toast Table, Orange Juice, Ice Water and Coffee/Tea Service.



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**Supper** available at specified time the Group chooses between 5-7pm. Supper consists of Full Course Meal cooked Fresh. With Meat, Hot Vegetable, Side Dish, Salad, Fresh Bread & Dessert, Juice and Ice Water with Coffee/Tea Service.

- Allergies** Please include allergies and food preferences with room bookings so we can best accommodate and be prepared.
- Coffee/Tea** Complimentary coffee/tea are available in the conference room at anytime & in the guest lounge.
- Alcohol** Alcoholic beverages are permitted but not provided or served. No glass in the pool room including at the supper table, Plastic Patio Glasses are available in the conference room. No alcohol in the Pool or Hot Tub as required by the Alberta Health & Safety Act.
- Ice** Ice is provided in the guest lounge mini fridge with ice bucket in cupboard & Banquet Room.
- Internet Wi-Fi** Complimentary wireless internet is available throughout the property.  
Guest Router: **rustlers** The password is **rustlers638**  
Office Router: **rustlersoffice** The password is **gunner04**  
Please note that service can be slow or sporadic depending on usage and weather.
- Service** We are available to assist you 24 hours a day. If you need anything at all, please don't hesitate to come to the lobby, and ring the bell on the oval table. We will assist you as quick as possible. If we have stepped out please call 403-636-0402.
- Housekeeping** Housekeeping is done daily before 2pm for each room and bathroom unless otherwise requested by the guest. Beds will be remade. Sheets changed only if requested or if your stay is more than 7 days. We will restock towel, however hanging towels are left for reuse. Garbage/recycling is removed daily. Laundry service can be arranged please inquire. Damage/Loss Charge is Repair cost plus 10%. \$150 Fee maybe added for excessive clean-up.
- Iron/Hairdryer** Clothing Iron & Board can be found at the bottom of the stairs by shelf. Hair Dryers are in the top drawer of the dresser in every guest room.
- Quiet Times** In respect for other guests, quiet times are from 10pm to 8am. Conference Room is available 24 hours during Retreat and Full Facility Bookings Please keep door closed from 10pm to 8am.
- Outside** Feel free to explore the property. Patio can be accessed through the pool room, Please inquire for use of the Fire Pit in the rear as we do go through periods of fire bans.



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**Pool & Hot Tub** Please feel free to use the pool between 7am to 10pm. However follow our few rules.

- The Pool is unmanned, swimming is at your Own Risk. There is no Lifeguard on Duty.
- Patrons Must Not Swim Alone
- Please Keep all the Doors Closed at all times.
- Please have a cleansing shower before using pool or hot tub as lotions, perfumes and body oils affect the water balance. (We can tell if you don't). Wash hands with soap after using the washrooms or changing diapers!
- Life Jackets and Pool toys available in pool change room; please return when done.
- Absolutely NO GLASS in the pool room, plastic patio cups are available in the conference room. NO ALCOHOL in the pool or hot tub as required by the Alberta Health & Safety Act.
- No Diving and Feet First on the slide.
- Children MUST be supervised at all times.
- MAX 15 patrons in the pool. MAX 3-4 patrons in the hot tub.

If the water level goes below the hot tub skimmer the circulation will stop and stop jets. Please use hose near the hot tub to top it up or ask you host to do it ASAP.

- No Outside Shoes in the Pool Area.
- Pregnant women and patrons with a medical condition should consult a DR before using hot tub.

**Conference Room Amenities**

The Conference Room has

- 20 Padded Banquet Chairs
- 30 Stacking Chairs
- 60" Smart TV & Netflix
- Ceiling Fans
- Excellent Lighting
- Microwave (available in Guest Lounge)
- Carpeted In-floor Heat
- Bar Fridge with Mini Freezer (in Guest Lounge)
- 2 Under Counter Fridges
- Sink and Water Cooler
- 10 Tables 6 Feet Long
- 2 Irons & 6 ironing boards
- 4 Tables 5 Feet Long
- Large 24"x36" Cutting Mat
- 2 Utility Tables
- Black, Green or White Table Cloths
- Counter Height Table
- Dishes and Utensils
- Harvest Table 11 feet long (No Glue, Glitter/Sparkles or cutting mats on this Table)

**Reviews & Social Media**

We encourage the use of Rustlers Lodge online presence, and take pride in seeing our online reviews. We encourage your photos on our Rustlers Lodge Facebook page.