



Sparkling Hill Resort Room Policies

- Please note only guests 19 years or older are permitted to stay in a room. Any guests 19 years and younger must be accompanied by an adult.
- As of January 2019, Sparkling Hill Resort will be an adult only wellness resort. Children under the age of 16 will no longer be permitted in the Resort as guests or visitors including the Restaurants, KurSpa and guest rooms.
- Upon check in, a pre-authorization will be taken on your credit or debit card for the projected cost of your room rate, spa services, and tax plus approximately \$200 for incidentals. These funds will not be available for use from your financial institution. If you pay your charges by other means at check out, the unused amount will be released from your card. However, depending on the processor and your bank's procedures, it could take up to 10 days for the unused amount to be credited back to your account. Sparkling Hill takes no responsibility for any returned cheques, overdraft or financial fee/charges associated with your financial institution.
- The use of all facilities are at the risk of the user(s) and Sparkling Hill will not be held liable for any damages to vehicles, personal property, and/or personal injury while on property.
- Sparkling Hill is a smoke free environment. Smoking of cigarettes, marijuana and vaping of any kind is not permitted in all areas of the hotel including the rooms. A \$200+ reconditioning fee will be assessed for guests that do not comply with the non-smoking policy.
- Sparkling Hill is a destination wellness resort and we strive to provide a relaxing and rejuvenating stay to all of our guests. Should noise complaints arise and one warning has been issued, once the second (final) warning has been issued the uncompliant guest will be required to cover the disturbed guests' room and tax for that night. If noise issues continue, the uncompliant guest will be required to leave the premises of Sparkling Hill immediately.
- Check out time is 11:00 AM. If this time is exceeded without prior authorization, a late check out fee of \$150.00 will apply.
- Check in time is 4:00PM. While we try to accommodate early arrival requests to the best of our ability, we cannot guarantee arrival prior to 4:00 PM. Please be aware that you will not have access to the KurSpa until you are checked into your room. This includes all swimming pools, steams, saunas, fitness studio, and relaxation rooms. As soon as your room is ready you will be provided access to these amenities.
- A fee of \$115 per robe and \$45 per pool towel will be charged if any are missing from the guest room upon departure.
- Pet friendly rooms are available at the resort, however there are a limited number of rooms available and they must be booked well in advance. There is an additional cleaning fee of \$25 per night per pet which will be added to your account. Pets are limited to a maximum weight of 60lbs. Service animals are welcome.
- Please be advised that any room that is vacated in very poor condition will be charged a cleaning fee of \$100. This includes but is not limited to, glitter in the carpets, confetti, abundance of garbage, drug paraphernalia, etc. Any damage to the room will be charged separately based on the value of the item damaged.
- All vehicles that are registered for valet parking, or that are parked in our valet circle, must have their keys registered and tagged at the front desk in case the vehicle needs to be moved. Please ensure that you stop by the front desk as soon as you arrive to ensure your keys are tagged. If



Sparkling Hill Resort Room Policies

you do not wish to have your vehicle underground with our valet service we ask that you park in the day guest parking lot.