



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 a 16+ oriented 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.
- If a debit/credit card is used, a pre-authorization will occur through your financial institution at check in for the projected amount/spa/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 banks 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 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. This charge will be applied to your room account.
- Sparkling Hill is a destination wellness resort and all guests should be able to have a relaxing and rejuvenating stay. 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 11AM, if this time is exceeded without prior authorization, a late check out fee of \$150.00 will apply to the guest account.
- Check in time is at 4:00PM. Since we have such a high volume of early arrival requests we are unfortunately not able to accommodate them all. When you put in your request for early arrival please be aware that you will not have access to the spa until you are checked into the room. This includes all swimming pools, steams, saunas, gym and relaxation rooms. As soon as your room is ready you will get 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 is a limited number of rooms available and they must be booked well in advance. In a regular pet room there is a nightly fee of \$25 per pet which will be charged along with the room and tax. Should you arrive with a pet that was not organized beforehand, there will be an additional cleaning fee of \$100 per night charged to your room. 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.



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- 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 you wish to not have your vehicle underground we ask that you park either in the parallel parking or in the day guest parking.