



Welcome to the Spanish Villa!

Spanish Villa Resort, located across from the sandy beaches of beautiful Okanagan Lake, awaits you and your family, whether on vacation or business. Situated only minutes away from the convention centre, arena, tennis courts and children's play park and close to golfing and the downtown area, this resort is also conveniently located within steps of some of Penticton's finest restaurants.

Spanish Villa Resort has a rich, unique Spanish look and feel, yet is priced to be within any family's budget. Spacious rooms as well as suites with full kitchen facilities are available. There is plenty of room for families as well as single units for the weary traveler looking for a relaxing, peaceful night's stay.

With so many fun opportunities surrounding us, we hope your stay with us is enjoyable and relaxing.

Sincerely,

Your hosts,

Spanish Villa Team

Our Motel Policy/House Rules may change from time to time, so please check back often.

SMOKE FREE

For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, synthetic products in our facility.

A Designated Smoking Area is provided outside and away from the building. Smoking inside the rooms will incur a charge as listed in the Additional charges.

GUARANTEED RESERVATIONS:

Direct Bookings All reservations must be guaranteed with a valid major credit card. Guests must be 18 years and older. We accept Visa, Master Card, and American Express Card. We charge one night on your credit card at the time you make your reservations as a deposit to guarantee your reservation.

CANCELLATION POLICY

July / August / September. Bookings made during these months have a cancellation policy of 30 days. Reservations must be cancelled 30 days prior to your arrival date, to avoid a one (1) room night, plus tax cancellation fee. No amendments or cancellations inside the 30 days period.

October – June. Bookings made during these months have a cancellation policy of 48 hours. Reservations must be cancelled Forty-eight (48 hours), Motel time, prior to your arrival date, to avoid a one (1) room night, plus tax cancellation fee. No amendments or cancellations inside the 48 days period.

NO SHOW

Reservations will be held until 11:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of one room night, plus tax will be charged to your credit card and the balance of your reservations will be cancelled. Spanish Villa Motel is not responsible for weather conditions, personal emergencies, or schedule changes.

EARLY CHECK-IN/PRE-REGISTRATION

We currently do not offer early check ins. If you require a guaranteed check-in for arrival prior to 3 p.m. then Pre-Registration and payment may be required. Please contact Front Desk staff directly to make a request.

CHECK-IN REQUIREMENTS

Guests must be at least 18 years of age to check in at Spanish Villa Motel. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (*driver's license, passport, etc.*) at check-in. A valid, signed, and pre-approved credit card in the name of the guest registration is also required. It is your responsibility to fully understand the way your bank processes pre-authorizations and charges to your credit/debit card. Some banks hold pending authorizations for up to 30 business days.

DEPOSITS AND GUARANTEES

We take \$300 pre-authorization at the check in. Pre-authorization is not a charge to your account, it is a hold on those funds. Upon check-out it can take anywhere from 24 hours to 30 days for the original pre-authorization to be removed by your bank. Generally, most banks release the hold within 3-5 days.

GUEST REGISTRATION

We require valid contact information from the guest making the reservations including first and last name, address, phone number, email address and signature. The names of all guests occupying the room must be registered. Information regarding your license plate is also gathered at check-in for security.

CHECK-OUT TIME:

Check out time is at 11:00 a.m. Additional day charge, plus tax may apply for late checkout.

CHECK-IN TIME: 3:00 pm.

CHECK-OUT PROCEDURE

Check-out time is 11 a.m. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

EARLY DEPARTURE

Guests who check out of the Motel after 11:00 a.m. and prior to their scheduled departure date are subject to an early departure fee of one night, plus tax.

SPECIAL REQUESTS

We will make every effort to honor special requests such as a specific floor or room number, adjoining rooms, roll-away beds, refrigerator/microwaves, etc. upon your arrival. All special requests are noted on reservations, and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

PAYMENT

All reservations and registration must be guaranteed with a valid major credit card. We accept Visa, Master Card, American Express, and Discover Card. Pursuant to credit card agreements, credit cards are not valid unless signed by the cardholder. Credit cards must be signed. Cash payment is welcomed with a signed and pre-authorized credit card. All guests are required to present a valid major credit card and government issued photo identification even if guests are planning on paying in cash upon check-out. Checks and foreign currency not accepted.

CHEQUES

We do not accept cheques.

RESERVATION AND PAYMENT FOR GUESTS BY THIRD PARTIES

Generally, third party payment is not permitted. In the case of paying for a family member if you will not be physically present at the Motel, we require prior completion and approval of a Credit Card Authorization form including a copy of your driver's license and the front and back of your signed credit card. You will be responsible for all damages and loss. We reserve the right to refuse reservation at any time for any reason.

RESERVATION AND PAYMENT FOR GUESTS BY THIRD PARTY WEBSITE

All the bookings via third party website such as EXPEDIA or BOOKING.COM, the motel cannot make amendments or cancellations to these bookings. Please contact these websites directly for any changes. We charge one night deposit when the reservations is made via these websites as a standard operating procedure. Guest must present the credit card at the check in which was used to make the reservations on these websites along with a valid ID.

RIGHT TO REFUSE SERVICE

Spanish Villa Motel is privately owned and operated. We reserve the right to refuse service to anyone for any reason that does not violate Federal or State laws. Spanish Villa Motel will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion.

QUIET HOURS

10:00 p.m. to 9 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person. Televisions, voices, or other devices must be always kept at a respectful low level. Doors should be opened and closed quietly. No congregating or running in corridors.

VISITORS

No visitors after 10:00 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be always accompanied by the registered guest. Visitors are not allowed to use guest amenities including the pool, as a registered guest, you are responsible for your visitor at all times.

CANCELLATION

Spanish Villa Motel is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled forty-eight (48 hours) Motel time, prior to your arrival date, to avoid a one (1) night full room cancellation fee. If reservations are cancelled less than 48 hours before the arrival date, your credit card may be charged the full room charge plus taxes. If you are staying more than one (1) night, only the first night and taxes will be charged. If you cancel any reservation, you must obtain and save the cancellation number for your records.

NO SHOW CHARGES

July / August / September Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card. You will be charged the entire stay rate plus taxes.

October - June

You will only be charged the first night, one (1) night's full room rate plus taxes and the balance of the reservation will be cancelled.

MAXIMUM OCCUPANCY

Standard Room maximum occupancy is 2, deluxe room maximum occupancy is 4, and Family Room occupancy is 4-6. Additional guest charges may apply.

ROOM KEYS

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

HOUSEKEEPING/ROOM INSPECTION

Please note due to Covid restrictions, housekeeping will not be entering the rooms during your stay. For your convenience we have listed the housekeeping services below-

- Garbage bins are provided at the bottom of the staircase with clear signage. Please dispose all the empty trash in the respective bins provided.
- If needed, you can drop off dirty towels and sheets in exchange for fresh ones outside the office between 9am-12.00pm.
- Additional coffee, tea and sugar can be picked up from Reception between the normal business hours.

LOST & FOUND POLICY

Spanish Villa Motel assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately (250) 490-0231 and we will try to assist you in locating your lost item.

FOUND ITEMS

Spanish Villa Motel is not responsible for any item left behind by a guest. However, any item, except for perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries are discarded.

RETURN

We would be happy to return your lost items to you. Your credit card will be charged packaging and postage, plus a \$10.00 handling fee. A separate receipt will be mailed to you. Spanish Villa Motel is not responsible for any item lost or misdirected during shipment by the Postal Service.

UNCLAIMED ITEMS/NO CONTACT

Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed items are thrown away, given to local organizations, or disposed of accordingly by Spanish Villa Motel.

ALCOHOL POLICY

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room. Alcohol is not allowed in public areas such as the lobby, pools, halls, etc.

BICYCLES

Bicycles are not allowed in guest rooms. We do not offer bicycle storage.

IN CASE OF EMERGENCY OR FIRE

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door and in the Guest Information Notebook located in each guest room.

FIRE SAFETY POLICY

The Motel is fully equipped with smoke detectors and emergency evacuation plans on the door of each guest room. Please review this important information.

FREE Wi-Fi ACCESS

Access to our Wi-Fi is free for our registered guests. The Motel Wi-Fi access code is subject to change without notice. Wi-Fi signals are subject to change without notice depending on the room's location, the status of our Wi-Fi equipment, and interference from other local wireless signals.

PARKING AT OWN RISK:

All vehicles must be listed on the registration at check-in. We have allocated the parking bay according to the room numbers. Guests must park their vehicle at the designated parking bay. One parking for registered guest is free. Additional parking is charged \$10 per night and is subject to availability. All vehicles are parked at the risk of the owner. The Motel shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the Motel property. If a vehicle is left in the Motel parking lot after the guest has departed without the written consent of the Motel, the Motel reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on Motel premises.

DAMAGE AND/OR THEFT OF MOTEL PROPERTY

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room, Motel's premises or property caused by you or any person in your party whether staying at the Motel during your stay. The Motel reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Motel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT:

Guest Rooms found with waste and in complete disorder, and/or "trashed" will be subject to maintenance deep cleaning fee, administration fee and/or third-party fees.

DAMAGE/REMOVAL OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE-FIGHTING EQUIPMENT

Spanish Villa Motel reserve the right to act against any guest or visitor found to have tampered or interfered with smoke detectors in the room. Removal of smoke detectors from the room will incur a fee.

ADDITIONAL CHARGES

- ✓ Smoking \$300
- ✓ Roll away cot \$10 per night
- ✓ BBQ has no fee
- ✓ Lost Towel charge \$10.00
- ✓ Lost hand towel or face cloth \$5.00
- ✓ Carpet damage. Cleaning \$95.00, replacement \$250.00
- ✓ Wall damage \$150 to patch and paint one wall
- ✓ Dishes not cleaned \$30.00
- ✓ Additional Parking \$5.00 per day
- ✓ Replacement dishes \$2.00, glasses & coffee cups \$1.50, pots & pans \$15
- ✓ TV replacement \$300.00

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