

General rules

Failure to comply with these regulations may result in a fine or immediate eviction from the premises, without refund, at the discretion of Hotel Castel.

- **Disrespectful attitude, intimidation and verbal or physical violence - NOT TOLERATED:** Each of our interactions with customers is marked by RESPECT, **one of the company's four core values**. We expect our visitors to have the same respectful attitude towards all staff and towards other customers, no matter the situation.
- **Non-smoking:** Smoking is prohibited in the Hotel and on Hotel grounds at all times. This includes balconies, gardens (including pool, area). Smoking cannabis is forbidden at all times on the Hotel premises.
- **Noise:** For the respect and comfort of our visitors, no noise that could affect the tranquility of our customers is tolerated between 10 p.m and 8 a.m.
- **Alcohol:** Due to the liquor permits in force in the establishment, it is forbidden to drink alcohol bought from outside the Hotel other than in your room.
- **Animals:** Consult the company's regulations
- **Balcony:** Furniture must not be taken out of the room or on the balcony.
- **Outdoor spas:** The minimum height required to access the outdoor spas is 48 inches [122 cm].

Reservation policies

- **Guaranty:** Reservations must be guaranteed with a credit card with funds available for authorization at noon on the day of arrival and it must be provided on site upon arrival.
- **Cancellation:** Cancellations are free and no deposit is necessary before noon the day of your arrival. Certain conditions apply.
- **Check-in time:** Rooms are available beginning at 4:30 p.m. Arrivals before 4:30 p.m. are conditional to rooms availability.
- **Check-out time:** Rooms must be vacated by 11 a.m. on the day of departure. A late check-out can be authorized the same day, depending on the availability. For a late unauthorized check-out, a fee equivalent to 50% of an overnight stay will be charged for a departure leading up until 2 p.m., and 100% will be charged for a departure after 2 p.m.
- **Age:** People under 16 must be accompanied by an adult to make a reservation.
- **Additional occupant:** An additional person may be admitted in certain rooms with an extra \$10 per night.
- **Cots:** Cots are available for \$15 per night.

Confidentiality

The confidentiality of your information is one of our priority. Be assured that all information provided is strictly confidential and will in no case be disclosed to anyone.