



## POLICIES

Please read this page before making reservations. We would like everyone to be aware of the Rules before they come as it makes for a more enjoyable experience when everyone knows what is expected.

- **RESERVATIONS:** a deposit is required to secure your booking. Long weekend bookings require a two night minimum stay. Deposit payments may be made by Visa, Master Card or Debit. We require a credit card be provided at time of registration.
- **Deposits:** 1 weekday rate per week booked or portion thereof.
- **We DO NOT accept bookings for Stags, Stagettes, Bachelor or Bachelorette parties.** If you disregard our policy and book this type of gathering, we will apply a fine of \$350.00 per night to your credit card and you run the risk of being asked to leave and not return. This is a family fishing resort, not a party place.
- **CANCELLATION and EARLY DEPARTURE POLICY:** Notice of cancellation must be received 7 days prior to arrival to receive a refund of your deposit. Reservations that are cancelled with less than 7 days notice will lose their deposit. If you must leave earlier than the time you reserved, there is an early departure fee of \$50.00 for chalets and \$15.00 for campsites.
- **REGISTRATION** is required. We must have a head count for who is on site for both safety reasons and for our water report to Interior Health. Please make sure to check at the front desk. A credit card must be provided at registration. Guests are responsible for their visitors and their actions.
- Items **DAMAGED** or **REMOVED** from the Resort, its chalets, campsites, boats or other property, found to be done by guests or their visitors, will be repaired and/or replaced and charged to the guests credit card.
- **CHECK IN** time is **4:00 pm**
- **CHECK OUT** time is **11:00 am**. Please be considerate and observe check out times - we will likely have other Guests arriving and we depend on that timing so we have appropriate time to prepare the unit for arrival of the next owner/guest.
- **CHARGING** - as long as you provide your credit card to the front desk, you may charge to your chalet or campsite during your stay. Parents must provide in person permission to the front desk agent for their children to be allowed to charge.
- **CHALET - Occupancy:** All chalets comfortably sleep 4 adults; no more than 6 people are allowed per chalet. The chalets have one bedroom and one loft with three or four beds per chalet – see website for details. NOTE: the hot water tank is shared with the other side of the duplex.
- **CHALET – Cleanliness/Damage:** Please return your chalet to the clean condition in which you found it at time of check-in. Please do not move furniture. In the event your chalet is not returned to the same condition found at check-in, your card will be charged at \$50 for housekeeping to clean it. All garbage and recyclables are to be deposited in the receptacles provided. Please wash and put away all dishes. There is a \$25.00 charge if we have to wash your dishes. Do not use bath towels for any purpose other than normal bath related use – don't wipe the BBQ with it. If your towels are found to be unusually stained or dirty, your card will be charged a \$50 fine. Please bring your own pool towel. If damages are found to your chalet or its contents, you will be charged for the repairs or replacements required.
- **CHALET FIREPLACES:** Fireplaces are operated by thermostats. When you want to turn them on, slide the thermostat to a comfortable temperature (try 20°C). DO NOT TOUCH THE CONTROLS AT THE FIREPLACE. Fireplaces do not work during a power outage because the safety fan shuts off. Fireplaces do automatically ignite if temperatures drop below the thermostat's lowest setting of 10°C. Do not place items on the raised fireplace hearth. Leaving flammables on the hearth can (and have) caused a fire. You will be held responsible for resulting damages.
- **CAMPSITES:** Management reserves the right to restrict the number of people, tents or RVs on any given site. A maximum of 4 adults and two children 12 years and under are allowed per campsite. Tents must be placed WITHIN the campsite boundaries and NOT on the lawn. Maximum of ONE vehicle per site. Extra vehicles may be parked in designated parking.
- **CAMPSITE WASHROOMS:** There are two three piece (toilet, shower, sink) washrooms conveniently located next to the pool area. Please DO NOT wash your dishes in the washroom sink. The hot water showers are coin operated; \$1.00 for 8 minutes.
- **CAMPERS / RV'ers:** There are no hook-ups. Liquid and solid WASTE /GREY WATER must be disposed of OFF SITE. Pouring waste water on open ground or in sump holes dug beneath trailers is prohibited. Please be considerate of others and minimize the use of your generators to a maximum of two hours per day. Do NOT leave them running all day long.
- **NOISE:** Please allow everyone to enjoy the peace and tranquility of our resort by avoiding excessive noise at ANY time of the day. Loud partying, use of stereos at high volume or rowdy behavior is NOT tolerated. Loud or abusive language or profanity will NOT be tolerated at any time and is cause for eviction without refund.

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- **QUIET HOURS** are in effect from 11:00 pm to 7:00 am There are fines for noise violations and the offenders risk being asked to leave and not return to the resort.
- **SPEED LIMIT/DRIVING:** Please drive cautiously and SLOWLY and obey the posted **SPEED LIMIT of 15 km/h**. This rule is for safety to protect people and pets AND to keep down the dust. All vehicles must stay on designated roadways so as not to damage land or vegetation or disturb wildlife. Please do not drive any vehicle around on the property. Find your chalet or your campsite and your designated parking and leave your vehicle parked during your stay.
- **PARKING:** All guests **MUST register their vehicles at the front desk**, obtain a parking pass and display the pass in your vehicle window. All vehicles **MUST be parked in designated parking areas**, not on roadways, not on the septic field, not on grass, and not in treed AREAS. Please use common sense – if you park in the south parking area by the campsites, park on an angle – do not park parallel to the road and take up many spots. If you have a trailer, detach it. If you cannot find parking, please see Staff at the lodge and we will gladly assist you.
- **ORV's (Off Road Vehicles):** ORV's are only allowed to be operated on the property for the purpose of ACCESS or EGRESS to adjoining lands. Please DO NOT ride on the septic field or any other grassy areas and DO NOT ride around on site. Please make sure you abide by the law and ensure your ORV is registered and insured.
- **STORAGE:** Boats, trailers, recreational vehicles or off road or all-terrain vehicles may only be stored with the express written permission of Management and they remain the sole responsibility of the guest. The fine is \$50 per month.
- **SLING SHOTS, FIREARMS (including PELLET GUNS), BOW & ARROWS:** Are absolutely not permitted to be used on the property, NO exceptions.
- **SMOKING BAN:** There is a no smoking policy at Roche Lake Resort applicable to all buildings, including chalets. A **\$250.00** fine will be charged to those who choose to disobey the non-smoking policy. If you are a smoker, please use the designated smoking areas provided; DO NOT throw butts on the ground. We do not like to pick them up and they are not good for the wildlife.
- **CAMPFIRE SAFETY: YOU ARE RESPONSIBLE FOR KEEPING YOUR FIRES UNDER CONTROL.**
  - Roche Lake Resort is not protected by a Fire Department. If there is a fire, we must extinguish it ourselves.
  - Campfires are NOT permitted at chalets. If you want a campfire, please inquire at the front desk to see if a campsite is available for you to rent or if you may reserve the community fire pit.
  - Campfires are permitted only in fire pits provided at the campsites or the community fire pit by reservation.
  - DO NOT relocate any fire pit.
  - Fires must be small enough to fit inside the fire pit provided. By law, campfires must NOT be larger than 0.5 metres by 0.5 metres, or about 19 inches by 19 inches.
  - Firewood is available for sale at the front desk in the lodge.
  - Do not put cans, bottles, plastic, food or rocks in fire pit; only wood and nothing else please.
  - Do not start campfires with gasoline or camping fuel. Keep flammable materials away from campfires.
  - NEVER leave your campfire unattended. Be sure your fire is completely extinguished before leaving your site or turning in.
  - **If a fire ban is in effect – NO wood burning campfires will be permitted.** We will post campfire ban notices or you can check with the front desk.
  - Ban Busters or portable propane fire pits / campfires are NOT allowed on Chalet decks. They give off a substantial amount of heat and the decks are dry. Portable propane fire pits / campfires must be placed on non-combustible surfaces with a 24" radius clear of any combustibles
- **FIRE PREVENTION:**
  - Use of fireworks or other explosives are prohibited on resort property, without the explicit permission of Management.
  - Barbecues are permitted but must not be left unattended. If you use briquettes, DO NOT put your BBQ on the wood deck.
  - Forest fire safety plans are available in your chalet and at the front desk in the lodge.
- **BBQ RENTAL:** BBQ's are available for rent. We must have advance notice so we can arrange to deliver them to your campsite or chalet. Please advise no later than 4pm on the day you wish to rent a BBQ or we may not have staff available to deliver a BBQ to you. The propane is included with your rental fee of \$20.00 per night. Also included are BBQ tools. You are responsible for cleaning your BBQ after using it. Please return the BBQ to the clean condition you received it in or you will be charged a cleaning charge of \$25.00.
- **PET POLICY:** Guests must have full control of their pets at ALL times and clean up after them. We do not want to scoop the poop or weed-eat it either! There is a \$50.00 fine **per incident** for choosing to ignore this rule.
  - All dogs on the property must be on a leash which is no longer than 6'.
  - Dogs must not be left unattended. Please keep your dog quiet; chronic barking is not allowed.

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- Do not allow your pet to dig holes on resort property.
- Maximum of 2 pets allowed per chalet or campsite – NO exceptions!
- **BATS:** Roche Lake is home to many bats. They eat large quantities of insects which is very beneficial for all of us. They are protected and not to be harmed. Please keep your doors and windows closed to keep them outside. Notify Management or Staff if you have a bat problem
- **BEARS:** avoid potential problems with bears; never feed or approach bears. If you see a bear, notify Management or Staff.
  - Campers please lock food in your vehicle at night; use the garbage containers provided and maintain a clean campsite.
  - Keep your chalet doors closed; use the garbage containers provided and maintain a clean chalet exterior.
- **FISHING LICENSES:** If fishing, you **must** carry a BC Fresh Water Sport Fishing License. The Government no longer issues paper licenses that we can sell at the lodge. You may buy them on-line at <http://www.fishing.gov.bc.ca> or select retailers. If we have internet connection at the front desk and it's not too busy, we can purchase your license online with your credit card for a service charge of \$4.00 per license.
- **BOAT RENTALS:** Boats may **ONLY** be rented with a **Visa or Master Card – NO EXCEPTIONS**. You must have a Safe Boater's License OR complete a Rental Boat Safety Checklist. You must also sign the Resort's Rental Agreement form. Life jackets, safety kits, oars and gas for motor boats are supplied. There will be one anchor in the boat. Nets are available for rent.
- **BOATING:** Please follow all instruction with respect to launching, docking and/or moorage. Boat launching is from the boat launch only and for registered Guests only. Vehicles must not access the docks using the "service vehicles only" road beside the lodge, without the express permission of Management. If you are staying in a campsite, please park your trailer in the campsite parking at the south end of the resort after launching your boat.
- **BOATING CAUTION:** The Lake contains rocks just below or at the surface and possibly stumps or snags. They may not be easily visible. Boating is hazardous near such objects. Use extreme caution.
- **WATER** is for personal use only. The lodge sells bottled water. Washing cars, boats or RVs or filling RV holding tanks or large water containers is strictly prohibited. Our water usage is strictly monitored by the Ministry and by Interior Health. We face huge fines for non-compliance.
- **SEPTIC:** Please do not put non-septic friendly items down the toilet. Toilet paper is septic friendly. Paper towel, feminine hygiene products and diapers are not.
- **ENVIRONMENT:** To protect the natural beauty of our resort, please do not remove or destroy any plants, fossils or rocks. Prevent pollution. Keep garbage, litter and foreign substances out of lakes, streams, and other water.
- **POOL AND HOT TUB:** The pool is open from June 1 to Labour Day (the first Monday in September). Please obey rules posted at the pool and hot tub. Please use your own pool towel and not chalet bath towels.
  - Pool and Hot Tub Hours: 10:00 a.m. to Dusk or 9:00 p.m. at the latest.
  - **WARNING:** There is no lifeguard on duty. All persons using the pool and/or hot tub do so at their own risk. Roche Lake Resort is not responsible for accidents or injuries. Any accidents must be reported to Management at once. Please go to the front desk for assistance.
  - The pool and hot tub are private and only for use of registered guests at the resort.
  - Children are NOT allowed in pool or hot tub without adult supervision and not at all after 8:00 p.m.
  - A cleansing shower, using warm water and soap, is mandatory before entering the pool area.
  - Persons with long hair must wear bathing caps or secure their hair with an elastic. No bobby pins or metal hair clips of any kind are allowed.
  - No food permitted in pool or hot tub area.
  - No glassware of any kind is permitted in pool or hot tub area.
  - Running, or any form of conduct likely to cause an accident in the pool is forbidden.
  - Unnecessary noise in the pool or hot tub area is not permitted at any time.
  - Conduct unbecoming or fighting of any kind is not permitted in the pool or hot tub area.
  - Persons with open sores, bandages, discharging ears or noses or infected eyes are forbidden to enter pool area.
  - No animals allowed in pool or hot tub area.
  - Management reserves the right to deny use of pool to anyone at any time.

Management reserves the right to refuse service. Any offence of the above, or other, which disrupts peace, safety or enjoyment of persons at the Resort, may result in the offender being asked to leave the resort without refund. The fine for choosing to ignore any of the Resort Rules is \$50, UNLESS otherwise stated.

Thank you, Roche Lake Resort Management