



# CHARMED



## Vacation Guide



we build imaginations, you make memories



map, policies & packing list

# Check-in and Check-out Protocol

## STORYBOOK SQUARE

check-in: 2:00 PM

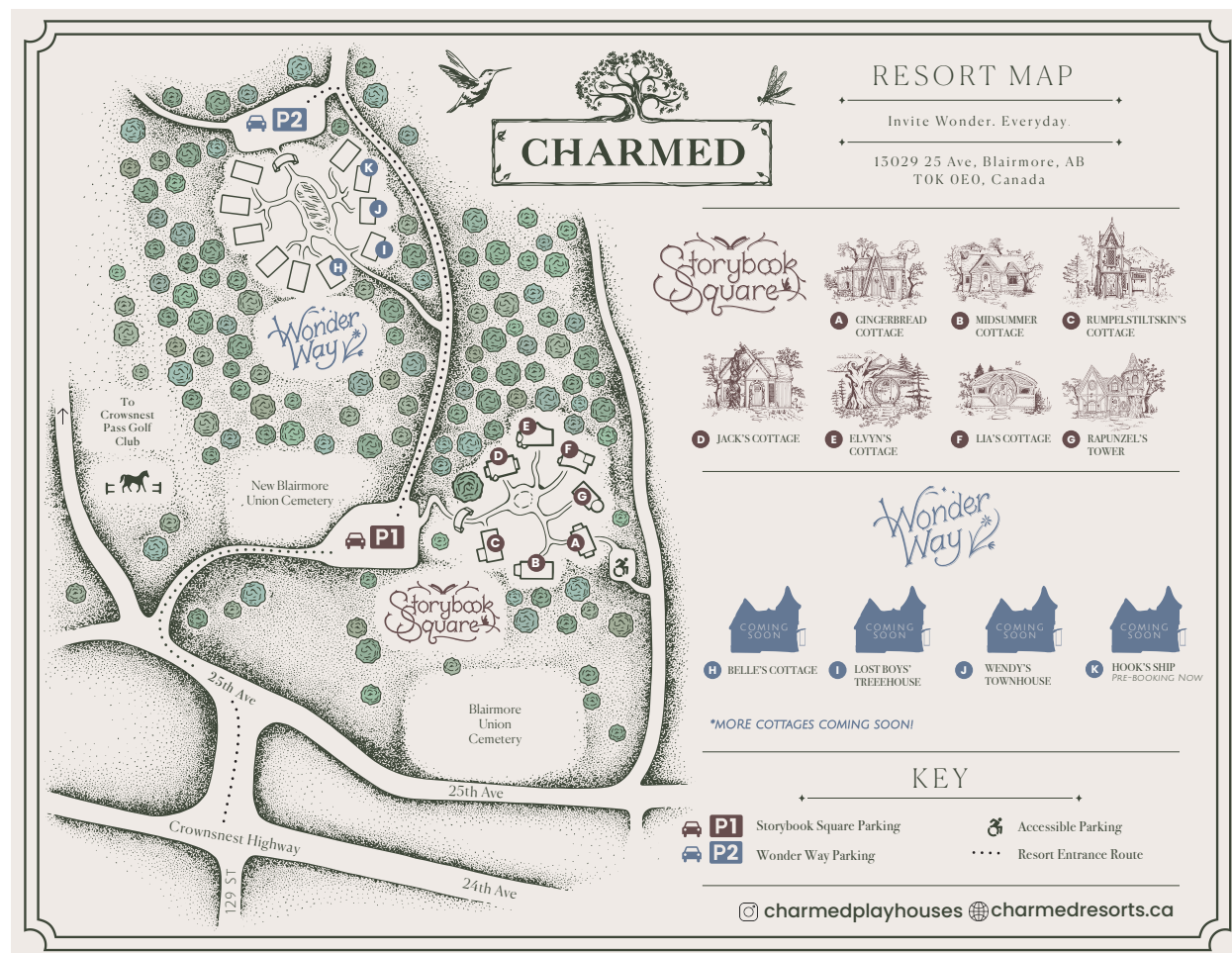
check-out: 10:00 AM

## WONDER WAY

check-in: 4:00 PM

check-out 12:00 PM

- Upon arrival, park your vehicle in designated parking lot and make your way to your booked cottage.
- Carts are available in the parking lot for hauling. Please return them when you are finished.
- Your individual door code should have been sent to you via email.
- When your stay is complete and you are on your way, please lock the door of the cottage to avoid any unpleasantness with ogres or goblins.



# Packing List

Everything included in your stay is listed in the description of each property on our website. Inclusions differ depending on the cottage, so please check it carefully! Below is a handy checklist of items you may consider packing for your stay. If you wish to pack lighter, there are many incredible restaurants close by.

BEDDING	COOKING	MISCELLANEOUS
<ul style="list-style-type: none"> <li>• extra pillows if desired</li> <li>• extra blankets, for outdoor use</li> </ul>	<ul style="list-style-type: none"> <li>• coffee pot</li> <li>• water bottles</li> <li>• fire starter/newspaper</li> <li>• firewood (available to purchase on site)</li> <li>• skewers, fire sticks</li> <li>• pie irons</li> <li>• dutch oven</li> <li>• tablecloth &amp; clips</li> <li>• plates, bowls &amp; cups</li> <li>• cooking &amp; eating utensils: spatula, knives, spoons, forks, tongs</li> <li>• mixing bowls</li> <li>• pots with lids</li> <li>• can opener, bottle opener</li> <li>• cutting board</li> <li>• aluminum foil, paper towels, trash bags</li> <li>• dish soap</li> <li>• cooking oil</li> <li>• food storage</li> <li>• oven mitts</li> <li>• ziplock bags</li> <li>• napkins</li> <li>• dish rags &amp; towels, scrub pads</li> <li>• seasoning, sugar, condiments</li> </ul>	<ul style="list-style-type: none"> <li>• hatchet for hot tub use</li> <li>• camp chairs</li> <li>• sunscreen, chapstick</li> <li>• bug spray</li> <li>• flashlight, extra batteries</li> <li>• compass or GPS</li> <li>• whistle</li> <li>• books, magazines</li> <li>• cards, boards games</li> <li>• bikes and helmets</li> <li>• tools</li> <li>• backpack, fanny pack</li> <li>• fishing gear, license bait</li> <li>• radio</li> <li>• musical instruments</li> <li>• sunglasses</li> <li>• hammock</li> <li>• first aid kit</li> <li>• tissues</li> <li>• pocket knife</li> <li>• grocery bags</li> <li>• binoculars</li> <li>• rope, clothes line, collapsible drying rack</li> <li>• cell phone &amp; charger</li> <li>• walkie-talkies</li> <li>• umbrella/rain poncho</li> <li>• hand wipes, sanitizer</li> <li>• clothes pins</li> </ul>
CLOTHES		
<ul style="list-style-type: none"> <li>• costumes</li> <li>• shoes- hiking, running, sandals, water shoes</li> <li>• shower shoes, flip flops</li> <li>• jeans, pants</li> <li>• shorts</li> <li>• t-shirts, sweatshirt</li> <li>• underwear, socks</li> <li>• hat</li> <li>• bandana</li> <li>• jacket</li> <li>• pyjamas</li> <li>• rain gear</li> <li>• swimsuit and towel</li> <li>• laundry bag</li> </ul>		
PERSONAL		
<ul style="list-style-type: none"> <li>• swimming towels</li> <li>• body wash, shampoo, conditioner</li> <li>• toothpaste, toothbrush</li> <li>• deodorant</li> <li>• comb/brush</li> <li>• razor</li> <li>• feminine products</li> <li>• other cosmetic items</li> <li>• personal medications</li> </ul>		

# Pet Policy

## *Furry Family Members*

We are happy to share our resort with your dogs. However, we do ask you to follow our guidelines to ensure the safety of your pet and the experience of our other cottage guest.

- We charge a \$50 pet fee. Unclaimed pets are subject to a \$200 fine.
- Pets must be with owners at all times and with a leash
- Aggressive behaviour is not tolerated - disruptive barking, jumping on other guests, etc.
- Please clean up any bathroom needs your pet leaves behind.
- Please respect the wildlife. Though your dog may be small, it may appear as a fiery prusuer to the natural wildlife of the area.

# Policies and Safety

## *Regulations*

- If you cancel more than 30 days before your booking, we offer a full refund.
- If you cancel more than 14 days before your booking, we offer a 50% return.
- We do not offer a return for cancellations less than 14 days before your booking.
- Check-in time is at 2 pm and check-out time is at 10 am if you are staying in Storybook Square. Check-in time is at 4 pm and check-out time is at 12pm if you are staying in Wonder Way. We do not currently offer early check-in times.
- There is a one-time fee of \$75 for cleaning. We do not offer daily cleaning services and only clean the unit once guests have checked out. If you book multiple consecutive nights you will only be charged one cleaning fee.

## *Safety and Awareness*

- We do have occasional wildlife sightings, including bears. Please review safety protocols by Alberta Parks at [albertaparks.ca](http://albertaparks.ca) and never leave food outside during your stay.
- Please review fire safety protocols at [albertaparks.ca](http://albertaparks.ca)
- Hot tub safety must be adhered to and no one is to use the hot tub unless they have read and have understood our attached hot tub protocol

# Decree of Charmed

- We do not allow tents on the property. Each cottage has a designated maximum number of guests allowed and will fit that number comfortably.
- Overnight guests will be allowed up to the maximum capacity of each cottage. Registered guests must be present in order for their guests to use the facilities and will at all time be responsible for their actions.
- We are a scent-limited property to ensure the comfort of those with chemical sensitivities. Please do not burn candles or use any air fresheners or other scented products inside the cottage.
- Please scrape off bbq cooktop when finished with it.
- Each cottage will be cleaned after each guest. Unreasonable uncleanliness, messes, stains, or destruction of property will be subject to fines.
- Don't use supplied bedding or towels outside under any circumstances.
- Alcohol may only be consumed on individual camping sites. No one may be on the resort while intoxicated. Under no circumstances are minors allowed to consume alcohol on the property.
- We do not allow smoking, electronic or otherwise, inside any of the cottages, properites, or bathrooms under any circumstances.
- Children must be supervised by their parents or guardian at all times.
- Any guest who willingly or negligently defaces, injures, destroys or removes resort property, or equipment, shall be held liable for the full replacement cost.
- Absolutely no firearms are permitted on the resort.
- Garbage is to be in proper garbage bins on individual lots or placed in the designated garbage receptacle.
- Absolutely no littering will be tolerated.
- No unreasonable noise is permitted. Quiet time is enforced at 10 pm. Sound systems are not permitted outside of the cottages.
- The gathering or cutting of live trees or other vegetation including flowers within the resort is prohibited.
- Parking is only permitted in designated parking lots.

