



TEAM CODE OF CONDUCT

To ensure all guests enjoy a safe, secure and enjoyable experience throughout their stay, CanAccom Group Travel, on behalf of our partner hotels, would like to take this opportunity to inform Team Management of the team conduct expectations. It is the responsibility of the Team Manager to ensure all guests (adults and minors) booking with their group are aware of and comply with these guidelines.

Team Liaison:

Each team will appoint one contact person who will be the liaison between the hotel and the team, should assistance be required during their stay. Unless otherwise noted, this will be the Team Manager/Contact.

Rooming:

Every effort is made to locate all rooms in this group in close proximity to one another and on the same floor, however note that other guests in the hotel may require the quiet environment provided during posted "quiet time".

Supervision:

For the safety and security of all, children must be supervised for the duration of their stay.

Curfews/Noise/Littering:

Please respect the "quiet time" policy at each hotel. Roaming, running, loitering in the hallways is disruptive to other guests at the hotel and will not be permitted. Abusive, profane or disruptive behavior directed towards hotel staff or other guests will not be tolerated and may result in immediate eviction without compensation.

Pool/Fitness Facility:

Children must be supervised while using pool facilities. Please note and respect the "Pool Safety Rules" posted at each property. Please check with the Front Desk to confirm any Fitness Facility age/supervision restrictions.

Smoking/Alcohol:

Smoking is strictly prohibited in all non –smoking areas. Substantial cleaning fees are required to clean smoke from a non-smoking room and this cost will be charged to the guest registered to that room.

Alcohol use is strictly prohibited in all public spaces (including hallways) of the hotel in compliance with provincial liquor regulations. Guests are welcome to enjoy alcoholic beverages within guest rooms. Consumption of alcoholic beverages in any other area of the hotel requires permission from the hotel and will require purchase of a liquor license which must be secured in advance and presented to the Front Desk.

Damages:

Hotels reserve the right to ban teams and clubs from future stays based on disrespectful, destructive or inconsiderate behavior and ask that you respect the property rules and regulations to ensure the safety and comfort of your team and all other hotel guests. Be advised that the team will be held financially responsible for additional charges in the following circumstances:

- Smoking in designated non-smoking rooms
- Excessive mess left in guestrooms
- Damage to hotel property
- Noise complaints or disruptions which result in compensation to other guests

Be advised that hotels may also require a property-specific Team Code of Conduct be signed upon check-in. **We strongly advise that the team liaison sign this form and ensure that all members within the team booking are aware of the hotel policies listed on the form.**