

Terms, Conditions, and Privacy Policy

Cancellation Policy – Guest Room

Thank you for choosing to stay with **The Inn on Officer's Garden**. To ensure a smooth and transparent experience, please review the following terms and conditions related to your guest room reservation:

Check-In & Check-Out

- **Check-in time:** 3:00 PM
 - **Check-out time:** 11:00 AM
 - Early check-in or late check-out requests are **subject to availability** and may incur **additional charges**. These requests can only be confirmed on the day of arrival or departure.
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Payment & Reservation Guarantee

- A **valid payment card** is required at the time of booking or during online check-in.
 - The **card on file will be charged upon confirmation** of your guest room reservation.
 - **Prepaid and non-refundable** bookings are charged at the time of booking and are not eligible for refund.
 - We reserve the right to **cancel any reservation without a valid credit card** on file.
 - Upon arrival, guests must present:
 - A **valid government-issued photo ID**, and
 - A **credit card** with sufficient funds to cover room charges, taxes, and incidentals.
 - **Debit cards** are accepted at check-in.
 - **Cash payments are not accepted.**
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Cancellation Policy

- A **48-hour cancellation policy** applies to all standard reservations unless otherwise stated:
 - **Cancellations made 48 hours or more** prior to 3:00 PM on the day of check-in: **No penalty.**
 - **Cancellations made less than 48 hours** before check-in, or **no-shows**, will be **charged for the full stay.**
 - **Prepaid or non-refundable** reservations are **non-cancellable and non-refundable.**
 - **Early departures** may result in an **early departure fee**. Guests with non-refundable bookings will be charged for the full stay regardless of check-out date.
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Group Booking Policy

- The **individual making a group reservation** is fully responsible for:

- All guest room charges
 - Cancellations and modifications
 - No-shows for all rooms under the group booking
 - Group room bookings are **separate from event or catering contracts**.
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Blackout Dates

All reservations during the following **blackout periods** are **non-cancellable and non-refundable** each year:

- **January 1**
 - **July 1 to July 20**
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Liability & Personal Belongings

- The Inn on Officer's Garden is **not responsible** for any **lost, stolen, or misplaced items** in guest rooms or within the event spaces.
 - Guests are advised to **secure personal belongings** at all times.
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OTA Platform or Third-Party Bookings

If your reservation was made through an **OTA (Online Travel Agency)** or **third-party platform**, such as Expedia, Booking.com, or similar:

- **All modifications, cancellations, or changes** must be handled **directly through the booking platform**.
 - The Inn on Officer's Garden **cannot alter or cancel third-party bookings on behalf of the guest**.
 - Thank you for your understanding and cooperation.
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For questions or further assistance, please contact us at **frontdesk@theinncalgary.com** or visit www.theinncalgary.com.

We appreciate your cooperation and look forward to welcoming you.