**CHECK-IN/CHECK-OUT TIMES:**Check-in time is 4:00 p.m. MST. We will make every effort to accommodate attendees arriving before the check-in time, however, rooms may not be immediately available. Check-out time is 12:00 noon MST. Requests to retain rooms beyond that hour should be directed to the Front Desk. If a late check-out is requested, a late departure charge may be applicable and will be billed to the credit card on file of the individual guest’s reservation.

**EARLY DEPARTURE FEES:**Early departure fees will be charged at 100% of applicable group room rate for guests who depart prior to their confirmed departure date, and will be billed to the credit card on file of the individual guest’s reservation.

**NO SHOWS:**

It is individual attendee’s responsibility to pay for any cancellations, if any. For each no show, the individual attendee will be charged for one (1) evening room and tax, and the individual’s credit card will be charged for that amount. All attendees are required to secure their reservations with a credit card.

**PARKING:**The hotel's parking is located beside the Convention Center. It is a three-level roofed parkade with 415 parking spaces. Current parking charges per vehicle are as follows:

* •  Overnight Self-Parking - $32.00 CAD per day, unlimited access (registered hotel guests)
* •  Overnight Valet Parking - $46.00 CAD per day, unlimited access (registered hotel guests)
* •  Electric Vehicles - Complimentary charging and self-parking, unlimited access
* •  Outdoor Lots (non-registered hotel guests) - $13.00 CAD per hour or $50.00 CAD per day
* •  Non-Registered Hotel Guest Valet Parking - $50.00 CAD per day

Pricing includes applicable taxes. Parking rates are subject to change without notice.

**PET POLICY:**Pets are permitted in the hotel at a fee of $50.00 CAD\*, per day, per room, up to a maximum of $100.00 CAD per stay, with a maximum of Two (2) pets per room. Pets must be supervised at all times and must be on a leash in public places. Seeing-eye dogs are always welcome at no charge. Pet-sitting services are available if booked 24 hours in advance through our babysitting service provider. Additional charges will apply.

A $150.00 CAD removal fee will be applied to your guest room should your pet be removed from the room due to excessive noise for up to three (3) hours of care. Thereafter, an additional $50.00 CAD per hour will apply. \*Rate exclusive of tax. $15.00 CAD of the pet charge will be donated to the local Bow Valley SPCA, Canada's only no kill, no cage adoption centre.

**NON-SMOKING PROPERTY:**Please be advised that the hotel is a Non-Smoking property. It is the responsibility of National Credit Union Management Association (NCUMA) to ensure this policy is properly communicated to all attendees. If there is evidence that there has been smoking in a guestroom or suite, we will first notify you and a minimum surcharge of $500.00 CAD will be applied, and will be billed to the credit card on file of the individual guest’s reservation. This charge will apply to deep clean the room and, under certain circumstances, replace furnishings where necessary.