

# FIT – Family Holidays Blue Mountain – A Summer Family Escape



Blue Mountain, ON, Canada

Product Code:

DM-MINI-FAMESCAPBLU

## FAQ

- **Transfers to Blue Mountain, ON** – We do offer private transfers to Blue Mountain, ON for an additional cost.
- **Complimentary upgrade from Std Hotel Room to 1 Bedroom Suite – is this available at all the properties?** No. This offer is not valid at Blue Mountain Inn. It is valid at Blue Mountain Village Suites and Westin Trillium. There is a minimum stay requirement of 3 nights for this offer to apply.
- **Complimentary upgrade from 1 Bedroom Suite to 1 Bedroom Suite – is this available at all the properties?** No. This offer is not valid at Blue Mountain Inn. It is valid at Blue Mountain Village Suites and Westin Trillium. There is a minimum stay requirement of 3 nights for this offer to apply.
- **Pay for 2 Nights and stay for 3** – Is this valid at all the resorts in Blue Mountain? This offer is valid at Blue Mountain Inn, Blue Mountain Village Suites, and Westin Trillium. It is only valid from 5 Sep to 30 Oct 2022.
- **Is Blue Mountain dog friendly?** - Blue Mountain has a limited inventory of pet-friendly accommodation at the Blue Mountain Inn. Pet-friendly units must be requested at time of booking and may not be made online. There is a one-time \$50 pet fee per stay that includes a dog bed - small, medium, or large, dog food & water dishes, dog treats & waste disposal bags. There is also a dog run outside of the Blue Mountain Inn. Dogs must not be left unattended while in the room.
- **What Housekeeping Services are provided?** - To keep personal contact to a minimum, we are not providing daily housekeeping services. In lieu of this, guests will be instructed to request any additional items be delivered or removed during their stay.
  - In addition to regular cleaning protocols, housekeeping will sanitize all high touch surfaces in guest rooms prior to arrival.
  - All printed material will be removed from rooms. Guests will receive information on how to retrieve resort information digitally.
- **Is internet available on resort?** - Basic bandwidth Wi-Fi is available to all guests on a complimentary basis. Premium Wi-Fi is available in guest rooms at a cost of \$14.95 +hst per 24 hours.
- **Does my stay include access to a pool or hot tub?** - All Seasonal Outdoor Pools are closed for the season. Heated outdoor pools at Mosaic and the Westin are open, as well as the Indoor Pool at the Blue Mountain Inn. Those pools are for guests staying in those locations only. We are adhering to public health recommendations and enforcing reduced capacities to ensure physical distancing and sanitization. All Resort pools will have pre-booked time slots that you will be informed of upon check in. Pool times will be on a first come, first served basis. Information on how to reserve times will be provided upon check-in.

Hot tubs are open, but subject to capacity restrictions and reservations.
- **Would the client require a credit card to check-in** at confirmed hotels, lodges, and inns? Yes. Clients are required to present a Credit Card in their name at check-in. Hotel will typically take an authorization on the credit card for between \$500 and \$750 per stay to cover room incidentals and any damage to

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property. The authorization will auto-cancel within 72 hours of check-out less any incidentals or other charges relating to the room.

**Note**

1. Clients should be double vaccinated and are required to produce a vaccination certificate on demand. If required by the federal/provincial health authorities, clients will be required to wear a face mask in all public places.