

PROPERTY TERMS & CONDITIONS

Lodge + Lantern and Rooms at Riveredge
Operated by DL Collection of Companies Ltd.
Golden, British Columbia, Canada

These Terms & Conditions apply to reservations at Lodge + Lantern and Rooms at Riveredge. By making a reservation, guests acknowledge and agree to the policies outlined below, subject to any specific terms disclosed at the time of booking.

CANCELLATION POLICIES

We offer several rate options to accommodate different travel plans. The cancellation policy associated with your selected rate will be confirmed at the time of booking.

FLEXIBLE RATE – 48-HOUR CANCELLATION

Reservations may be cancelled or modified without penalty up to 48 hours before the property's scheduled check-in time on the arrival date.

Cancellations made within 48 hours of check-in will incur a charge equivalent to the first two nights of the reservation, including applicable taxes, or the full reservation amount if the stay is shorter than two nights.

SEMI-FLEXIBLE RATE – 72-HOUR CANCELLATION

Reservations may be cancelled or modified without penalty up to 72 hours before the property's scheduled check-in time on the arrival date.

Cancellations made within 72 hours of check-in will incur a charge equivalent to the first two nights of the reservation, including applicable taxes, or the full reservation amount if the stay is shorter than two nights.

ADVANCE PURCHASE RATE – NON-REFUNDABLE

Our Advance Purchase Rate offers discounted pricing for guests whose travel plans are confirmed.

- Full payment is collected at the time of booking.
- Reservations are non-refundable once confirmed.
- A one-time date change may be considered when requested more than 72 hours before scheduled check-in, subject to availability and any applicable rate difference.



- Date changes are not permitted within 72 hours of scheduled check-in.
- Approved date changes do not make a non-refundable reservation refundable.

All date changes are subject to property approval.

EXTENDED STAYS & GROUP RESERVATIONS

For extended stays of five nights or more, the cancellation policy associated with the selected rate generally applies.

Cancellations made within the applicable cancellation window will incur a charge equivalent to the first two nights of the reservation, including applicable taxes, unless otherwise specified at the time of booking.

Group reservations, room blocks, and property buyouts may be subject to separate deposit requirements, cancellation terms, and written agreements.

Where a separate group agreement applies, its terms will take precedence.

PAYMENT POLICY

Reservations and payments are securely managed through Mews and its authorized payment processing providers.

Depending on the selected rate, payment may be collected at the time of booking, before arrival, or according to the payment schedule disclosed during reservation.

For flexible reservations, payment is generally processed when the applicable cancellation window begins.

Guests are responsible for ensuring that a valid payment method is provided and that sufficient funds are available for applicable charges.

We reserve the right to contact guests to resolve unsuccessful payments. Reservations with unresolved payment issues may be subject to cancellation following reasonable notification, where permitted by applicable law and the booking terms.

INCIDENTAL AUTHORIZATION

A **C\$75 pre-authorization** may be placed on the payment card associated with each reservation to cover incidental charges, damages, or other outstanding amounts. This authorization is completed prior to arrival to ensure credit card information associated to the reservation is valid.

This authorization is not an additional room charge.

Following check-out, unused authorized funds are released. The time required for the funds to become available depends on the guest's financial institution and may take several business days.

Guests remain responsible for charges exceeding the authorized amount where applicable.

CHECK-IN & ROOM ACCESS

Guests may be offered online check-in, contactless arrival, and electronic or digital room keys.

Guests are responsible for completing any required registration steps and providing accurate contact information before arrival.

Digital key access may depend on device compatibility and supported technology. Alternative access arrangements may be available through Guest Services.

Check-in and check-out times, arrival instructions, and Guest Services hours are communicated through reservation confirmations and pre-arrival messages.

Guests expecting to arrive outside regular Guest Services hours should contact the property in advance to arrange access.

NO-SHOWS & EARLY DEPARTURES

Guests who do not arrive for their reservation and have not cancelled within the applicable cancellation period may be charged according to the cancellation terms of their selected rate.

Early departures and unused nights are not automatically eligible for refunds. Any adjustments are subject to the applicable rate conditions and property approval.

Non-refundable reservations remain non-refundable in the event of a no-show or early departure.

RESERVATION GUARANTEE & UNSUCCESSFUL PAYMENTS

All reservations must be secured with a valid payment method. Reservations without valid payment information, or where required payment or authorization has been declined, may be considered **non-guaranteed** until the issue is resolved.

We will make reasonable efforts to contact affected guests before our standard **4:00 PM check-in time** to obtain updated payment information or arrange an alternative payment method.

If we are unable to process the required payment or authorization and have not received a response from the guest by **7:00 PM on the scheduled arrival date**, we reserve the right to cancel the reservation and release the room for resale without further notice.

Guests who anticipate arriving after 7:00 PM are encouraged to contact Guest Services in advance to ensure their reservation remains secured.

This policy does not apply to reservations that have been prepaid or otherwise guaranteed in accordance with their confirmed booking terms.

GUEST RESPONSIBILITIES & PROPERTY CARE

Guests are expected to treat the property, furnishings, equipment, and amenities with reasonable care.

Guests may be held responsible for damage, missing items, excessive cleaning requirements, or other costs resulting from their stay beyond normal wear and tear.

Additional charges will be based on reasonable documented costs and may be processed using the payment method associated with the reservation, where authorized and permitted by applicable law.

Guests are responsible for complying with posted property rules, occupancy limits, and applicable safety requirements.

PET POLICY

Lodge + Lantern and Rooms at Riveredge welcome guests travelling with pets.

A **C\$40 pet fee per stay**, plus applicable taxes, applies to reservations with pets. This is a one-time fee per stay, not a nightly charge.

Guests travelling with pets are asked to notify the property before arrival so appropriate arrangements can be made.

Pet owners are responsible for ensuring their pets do not disturb other guests or cause damage to the property. Pets must be supervised and kept under control at all times.

Guests are responsible for any damage or excessive cleaning costs resulting from their pets beyond the standard pet fee.

Service animals are accommodated in accordance with applicable British Columbia legislation and are not subject to the pet fee.

THIRD-PARTY RESERVATIONS

Reservations made through online travel agencies or other booking partners may be subject to additional or different payment, modification, and cancellation conditions.

Where booking-platform terms apply, guests should refer to the conditions confirmed through their original booking provider.

Refunds and modifications for third-party reservations may need to be processed through the original booking platform.

PRIVACY & PAYMENT SECURITY

We are committed to protecting guest personal information in accordance with our Property Privacy Policy and applicable privacy legislation.

Payment information is securely processed and managed through authorized third-party providers, including Mews Payments and Stripe, as applicable.

Neither property independently stores complete payment card details. Authorized payment providers may retain payment credentials in accordance with their security standards, retention policies, and applicable law.

Guests may contact Guest Services to request access to, correction of, or deletion of personal information, subject to applicable legal and operational requirements.

CHANGES TO TERMS & CONDITIONS

We may update these Terms & Conditions periodically to reflect changes in our operations, services, or legal requirements.

The terms applicable to an existing reservation are generally those disclosed and accepted at the time of booking, unless changes are agreed upon or required by law.

CONTACT US

For questions regarding reservations, cancellations, payments, or these Terms & Conditions, please contact the applicable property.

Lodge + Lantern

Golden, British Columbia, Canada

www.lodgeandlantern.ca

Rooms at Riveredge

Golden, British Columbia, Canada

www.rargolden.ca

Operated by DL Collection of Companies Ltd.

Last Updated: October 9, 2026

