



## Quality Hotel Airport & Conference Centre

4804 Edmonton Trail NE Calgary, AB T2E 3V8  
Phone 403.276.3391 Fax 403.230.7267 Toll Free 1.800.661.6858

[www.qualityhotelairport.ca](http://www.qualityhotelairport.ca)

### General Information and Guest Room Policies

#### CHECK IN/OUT TIME

Guests may check in after 3pm. Check out time is 12 noon. Early arrivals and late departures are subject to availability. Extended stays on group guest rooms are based on hotel availability and prevailing room rates may apply.

#### HOTEL AMENITIES

- ☞ 24 Hour Parking
- ☞ Shuttle Service to and from Calgary International Airport
- ☞ Wireless Hi Speed Internet throughout entire hotel
- ☞ 24 Hour Coffee and tea
- ☞ Free continental breakfast (served in the lobby from 6-11am, 10 or more people will be considered in a private dining area)
- ☞ 24 Hour Coffee & Tea Bar
- ☞ Baggage Handling
- ☞ Indoor Heated Pool
- ☞ Business Centre
- ☞ Fitness Equipment
- ☞ Hotel restaurant, Monty' Crab Shack & Grill and VLT lounge

Monty's Crab Shack & Grill is open daily from 10:30am to 10:00pm and the lounge is open daily from 10:00am to 1:00am. Room service is also available from 11:00am-10:00pm.

#### HOTEL SHUTTLE SERVICE

Requests for shuttle service to and from the airport must be made at the time of booking to ensure service is available. The shuttle runs every ½ an hour and must be booked through the front desk or the Sales Manager.



## Quality Hotel Airport & Conference Centre

4804 Edmonton Trail NE Calgary, AB T2E 3V8  
Phone 403.276.3391 Fax 403.230.7267 Toll Free 1.800.661.6858

[www.qualityhotelairport.ca](http://www.qualityhotelairport.ca)

### **GROUP GUEST ROOMS**

All group guest room rates are quoted based on **single – quad occupancy** and are subject to 5% GST, 4% Provincial Tourism Levy fee.

### **PRODUCTION**

The Quality Hotel Calgary Airport reserves the right to cancel or alter terms of this arrangement with thirty days written notice if the group block is not on pace to meet the room night commitment.

### **ROOMING LIST**

Preliminary Group Rooming Lists must be received 30 days prior to arrival at hotel. Final Rooming List and Confirmation will be due 3 days prior to arrival date. Changes on Final Rooming List cannot be made within 24 hours prior to group check in.

### **PAYMENT METHODS**

The Quality Hotel Airport & Conference Centre requires a major credit card to guarantee the guest room block. Payment options to the hotel are:

1. Credit card. All guest rooms will be charged to the credit card after verifying final pick-up report with both parties. No later than 7 days after guests check out. Declined credit cards will be subject to a \$50 penalty.
2. Certified Cheque. Rooming lists are finalized no later than 7 days prior to arrival. An invoice will then be produced and that amount is to be paid on arrival with a certified cheque. Cheques not certified may be refused, and all NSF charges will be charged to the company.
3. Direct Billing. Banking and credit references to be provided and approved 90 days prior to arrival. Invoices to be sent out after final pick-up report has been approved. 30 day payment terms. Late payments are subject to 1.5% late interest fee.

Please note, if Company is paying for entire group block, individual guest rooms will not be allowed to charge phone calls and/or room service unless a major credit card is presented for guarantee at time of check in for each individual room.

### **CANCELATION POLICY**

Individual Reservations can be cancelled without penalty prior to **24 hours on the date of arrival**. A cancellation number should be obtained from the reservations agent for reference. Failure to not cancel prior to notice will result in one night's accommodation to be charged to credit card or direct billing account. In cases of group reservation cancellations without penalty can be made 7 days prior to arrival cancellations thereafter are subject to full payment.



## Quality Hotel Airport & Conference Centre

4804 Edmonton Trail NE Calgary, AB T2E 3V8  
Phone 403.276.3391 Fax 403.230.7267 Toll Free 1.800.661.6858

[www.qualityhotelairport.ca](http://www.qualityhotelairport.ca)

### **GUARANTEE**

Reservations can be guaranteed for late arrival with a credit card or deposit. In the event that a reservation is guaranteed for late arrival and the guest "no-shows", the appropriate room and tax charges will be charged against the form of payment used to guarantee the room for late arrival.

### **EARLY CHECK OUT POLICY**

Once groups are checked in to hotel they are agreeing to stay the number of nights reserved. If group check's out prior to committed departure date ONE NIGHT'S ROOM AND TAX will be charged for each room checking out.

### **DAMAGES**

If for some reason there is any damage, vandalism or stolen items from any of the guest rooms or hotel, the company will be fully responsible. An invoice will be made and charged to the credit card on file.

### **FORCE MAJEURE**

Neither party shall be held responsible for any delay or failure in it performance of this Agreement to the extent such delay or failure is caused by flood, explosion, war, insurrection, embargo, government action or failure to act, acts of God, civil disorder, terrorism, disaster, strikes, provided that the non-performing party notifies the other of such cause and makes a responsible effort to resolve such delay or failure.