



## Booking Information

*A professional investment in your property*

### Step 1... **Apply for your chosen suite**

Click and print the [Application Form](#). Please fill out as indicated and make note of the reference number of the suite for which you are applying.

**Please be certain to sign the application form.**

You are now ready to mail, fax or email application to our office:

Mail: **PROLINE MANAGEMENT LTD.**  
#201-20 Burnside Rd. West,  
Victoria, B.C. V9A 1B3

Fax: (250) 475-6442  
Telephone: (250) 475-6440 Ext 133

Email: [Shannon@prolinemanagement.com](mailto:Shannon@prolinemanagement.com)

After your application has been approved, you will be sent the good news via email or contacted at the telephone number provided on your application.

### Step 2... **Send us your security deposit**

Upon your receipt of the application approval as indicated above, your security deposit becomes due.

How much is the security deposit?

**If you are staying for less than one month;**

Your security deposit is equal to half the total amount of the rental price.

**If you are staying for more than one month;**

Your security deposit is equal to one half of one month's rent.

Payment methods:

- Send a **personal cheque** or **money order** by mail or courier, made payable to: **Proline Management Ltd.**
- PayPal; please indicate your intention to pay by PayPal through an email to: [Shannon@prolinemanagement.com](mailto:Shannon@prolinemanagement.com)

When we receive your security deposit a confirmation email will be sent containing your check in instructions. Although we will make every effort to accommodate our guests, upon occasion it may be necessary to substitute your chosen suite with a comparable suite. In this event you will be contacted in advance to discuss prior to your reservation becoming confirmed.

\*Please note: a cleaning fee of \$150.00 will be deducted from Security Deposit.

\*\*Please also note: that security deposit refunds will be mailed to your home address in the form of a cheque drawn on a Canadian bank in Canadian funds.

### Step 3... **Paying the rent for your stay**

**For stays of less than one month;** the rent is due thirty(30) days before check in.

**For stays longer than one month;** the first month's rent is due thirty(30) days before Check in. Subsequent monthly rent is due on or before the 1<sup>st</sup> of each following month for the duration of your stay.

Payment methods: personal cheque, money order, or PayPal are accepted for your security deposit and first month's rent. For stays in excess of one month any further rent payments must be made by cheque, money order, or by cash if payment is made in person at our office during normal business hours.

### Step 4... **Enjoy your stay!**

Thank you for booking your stay at Bear Mountain with Proline Management Ltd!

#### **Cancellation Policy:**

- **Cancel one full month notice** before your reservation date; and your security deposit will be refunded.
- **Cancel with less than one month notice** before your reservation date; your security deposit may be forfeited.

Here at Proline Management Ltd. we are always interested in feedback.

Please feel free to email us your comments at: [proline@prolinemanagement.com](mailto:proline@prolinemanagement.com)