



Great Neighbour Policy

Thank you for choosing to stay with us. Whether you're enjoying **The Wilderness Lodge by HFL** or **The South Shore House by HFL**, we ask that all guests help us preserve the peaceful atmosphere that makes Falcon Lake such a special destination.

Quiet Hours

Quiet hours are observed from **11:00 PM to 7:00 AM**.

During these hours, all outdoor conversations, music, televisions, and other noise must be kept to an absolute minimum to ensure everyone can enjoy a peaceful stay.

Noise & Outdoor Gatherings

We have a zero-tolerance policy for excessive noise or disruptive behaviour.

Guests are expected to keep noise at a reasonable level at all times out of respect for our neighbours and surrounding properties.

Beginning at 9:00 PM, we kindly ask that larger groups move their gatherings indoors. Outdoor conversations should remain quiet and respectful throughout the evening.

Please be aware that all outdoor areas are monitored by surveillance cameras, and noise levels may be monitored using decibel monitoring technology. Excessive noise, repeated disturbances, or failure to comply with staff requests may result in additional charges and/or immediate termination of your stay without refund.

Occupancy

Only registered guests included on your reservation are permitted to occupy the property unless prior arrangements have been approved.

Respect for Neighbours

Please be respectful of neighbouring properties and avoid entering private property. We kindly ask that all guests be considerate of those living and vacationing nearby.

Parking

Please park only in the designated parking areas for your property. Do not block neighbouring driveways, roadways, or access points.

Outdoor Fires

If your property includes an outdoor fire pit, please use it responsibly.

- Never leave a fire unattended.
- Keep fires small and contained.
- Fully extinguish the fire before leaving it.
- Observe any provincial or local fire bans that may be in effect.

Garbage & Wildlife

Please dispose of all garbage in the designated Waste Collection Area or designated garbage bins provided for your property.

To help protect local wildlife:

- Never feed wildlife.
- Keep food and garbage securely stored.
- Do not leave food, garbage, coolers, or pet food outdoors overnight.

Pets

If your reservation includes a pet, pets must remain under control at all times. Owners are responsible for cleaning up after their pets and ensuring they do not disturb neighbouring properties or wildlife.

Parties & Events

Unauthorized parties, large gatherings, or disruptive behaviour are not permitted without prior approval.

Respect the Property

Please treat the property and its furnishings with care. Any damage beyond normal wear and tear may result in additional charges.

Policy Enforcement

Failure to comply with this policy, including excessive noise, unauthorized gatherings, damage to the property, or disruptive behaviour, may result in additional charges, immediate removal from the property, and termination of your stay without refund.

Guest Acknowledgement

I acknowledge that I have read and understand the Great Neighbour Policy for my stay at The Wilderness Lodge by HFL or The South Shore House by HFL.

I understand that I am responsible for ensuring every member of my group complies with these guidelines. I acknowledge that failure to comply with this policy may result in additional charges, immediate removal from the property, and termination of our stay without refund.

Reservation Name: _____

Arrival Date: _____

Departure Date: _____

Number of Guests: _____

Guest Signature: _____

Date: _____

The Hotel at Falcon Lake Team