

FAQS

1. The cottage description says pets are not permitted, can an exception be made?

If the description outlines that pets are not permitted, then pets are not permitted on the property as per the wishes of the cottage owner. If the description outlines pets are permitted then pets are permitted on the property as per the wishes of the cottage owner. There are no exceptions.

2. I have pet allergies; does a “No Pet” cottage mean no pets have ever been there?

Just because a cottage is listed at “No Pets”, you should not assume that the property is "pet free". Some owners have pets and bring them to the cottage but restrict renters from bringing their pets.

3. I have allergies to dust and mold; will the cottage be mold and dust free?

If you have a mold and/or dust allergy, please contact us at info@RentTobermoryCottage.com prior to booking your stay. Many of the cottage rentals are closed for the off season and can be musty or dusty. We cannot guarantee that any cottage will be completely mould free no matter how old or new.

4. Can I book a cottage for more than the occupancy outlines if we bring blow up beds?

The owners of the cottage usually set the occupancy levels based on septic size and water level capacity of the cottage. All renters must strictly adhere to the occupancy levels outlined for each cottage for both day and night guests using the cottage.

Is it my responsibility to clean the cottage?

Yes, it is your responsibility to leave the cottage as you found it in a clean and orderly fashion. We represent only privately owner cottage. If you were the owner of this property you would want your guests to take care of the property as if it were their own. Cleaning supplies and equipment are available for you at the cottage to aid you in this task. The cottage will be inspected before and after your stay to ensure everything is clean and in working order. Cleaning services are available at some cottages for an additional cost. Please see “House Rules” for more details. The availability and cost for these additional services must be outlined at the time of booking.

6. Can I invite family or friends to visit the cottage I am renting?

You may have family or friends visit you at the cottage as long as it does not exceed the maximum occupancy for that cottage. If they are staying overnight please contact us at info@RentTobermoryCottage.com to have them added to your registration.

7. What is your cancelation policy?

At the time of booking you will be asked for a \$500.00 deposit. At the time of cancelation we will open up your rental for rebooking. If we are able to rebook your rental we will return all but \$100.00 from your deposit amount. If we are unable to rebook your cottage your full deposit will be forfeited.

8. Is the tax included in the rental fee listed on the cottage?

All taxes are included in the posted cottage rental rate. There are no hidden processing fees on rentals at RentTobermoryCottage.com

9. Will there be dishes, pots etc. at the cottage for our use?

All cottages are equipped with dishes, pots, pans and cleaning supplies to clean the cottage at the end of your stay. You will need to bring your own linens, towels, Paper products, toiletries, food (including condiments and spices), or any personal items you would require. For a list detailed amenities at the cottage of your choice please look at the "House Rules" located on that cottage profile page.

10. Where can I find a list of activities in the area?

Tobermory is a vacationer’s playground. For a list of some of the most popular and some of the “out of the way” places to visit please check out our “local attractions” page to help you plan..

11. Why are we unable to see the cottage addresses on your site?

Due to our privacy policy we are unable to give out cottage addresses prior to your final payment. Each Cottage profile page gives a detailed description of the cottage amenities as well as numerous inside and outside photo's allowing you to see the unique features of the property.

12. Who do I contact in case of an emergency?

If there is an emergency at the cottage please call 911. If the emergency is not life threatening such as a nonworking appliance please contact us at info@RentTobermoryCottage.com or call the emergency phone number provided for your cottage at time of booking.

13. Can I have a bon fire outside if we purchase our own wood?

Many cottages have designated fire pits for your use; please check the cottage profile page to see if one is available. If a fire pit is not indicated in the cottage description then FIRES ARE NOT PERMITTED AT THE COTTAGE. If fires are permitted, please check with the local municipalities to make sure there are no fire bans in effect.

14. Can we use fire works at the cottage?

Fireworks are strictly banned from all cottages listed by RentTobermoryCottage.com. LIGHTING FIREWORKS OFF AT THE COTTAGE DURING YOUR STAY WILL RESULT IN IMMEDIATE EVICTION FROM THE PROPERTY WITH NO REFUNDS.

15. Is the cottage water safe to drink?

Most cottages use lake or well water as the primary source of water. Even though your cottage rental may have water filtration systems, we recommend you bring bottled water for drinking regardless of the water source.

16. What do I do with my garbage?

Never leave garbage outside the cottage unless it is in a tightly covered garbage container as country critters (raccoons, bears, and skunks) love garbage. At the end of your stay all garbage/recycling must be taken to the landfill site. To get to the landfill, head South on Hwy #6 and follow to Cape Hurd Road (2.5km) Follow Cape Hurd Road(2km) then turn left on McArthur Road. Landfill located 1.5 km on your right. Any garbage/recycling left at the cottage will result in a \$60.00 disposal charge.

Landfill Hours - St. Edmunds Landfill & Recycling Facility - 71 McArthur Road

Nov 1-Mar 31: Wed/Fri 9:00-5:00

Apr 1-May 31: Mon/Wed/Sat 10:00-4:30

Jun 1-Sept 30: Mon/Wed/Sat/Sun 10:00-4:30

Oct 1-31: Mon/Wed/Sat 12:00-4:30

The first 2 bags are free, after that a tipping fee is charged based on weight

17. How do I get the keys and address to my cottage?

Once your final payment is received we will send you an email with the cottage address, directions, map and lockbox code & location. The front door key will be inside of the lockbox. Please note a \$20.00 charge for failure to return the keys within the stipulated time will be applied to your credit card on file.