

# Resorts of Ontario

## 2025 Resorts Employee Perk Program (REPP)

### FREQUENTLY ASKED QUESTIONS

**Q: When should I receive a response back regarding my reservation?**

**A:** We ask that properties notify individuals within 24 hours whether they can accept their reservation or to decline the reservation.

**Q: Are all the resorts listed in the 2025 Resorts of Ontario Website and Digital Magazine participants in the REPP program?**

**A:** No, only resorts listed in the REPP Program offer this rate.

**Q: Is there a validity date for this program?**

**A:** This year's program is valid from **January 1, 2025 to December 31, 2025.**

**Q: How many times in the year can I use the REPP program?**

**A:** The Program is available for unlimited use throughout the year, based on availability.

**Q: Can I make a special needs request from the resort/hotel at time of booking?**

**A:** Yes, if you require a crib, mini fridge etc., you may advise the resort/hotel. In some cases additional charges may apply.

**Q: What should I do if I receive a NO-Show billing, but I cancelled?**

**A:** You must provide the resort with the cancellation number received when you cancelled the reservation.

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**Q: What type of room can I expect when I book the REPP rate?**

**A:** Each resort/hotel is unique; however the **REPP** rate applies to **Standard** rooms as designated by the resort.

**Q: Can I get an upgraded room at the REPP rate?**

**A.** The REPP rate is a set rate so upgraded rooms may be subject to additional charges. Please check with the resort at time of booking. This is the consideration of the respective property.

**Q: Can a property impose Black-Out dates?**

**A.** The premise of this program is that it is always based on availability. There may be black-out dates (or no availability), particularly around high season and holidays.