

Resorts of Ontario

2026 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 2026 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, 2026 to December 31, 2026.**

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.