



LUGGAGE The dress is informal, so there is no need to pack an extensive wardrobe. CMH recommends to limit your luggage to one piece weighing no more than 20kg plus one carry-on bag per person. We recommend you take your ski-boots as carry-on luggage.

LODGE FACILITIES Hot tub / sauna / steam room (Hot Springs only at Kootenay), Massage, Laundry facilities and soap are available to guests, Retail ski shop, Full service bar (with extensive wine list) and Bathrobes.

FACILITIES IN THE ROOM Biodegradable liquid soap and Hair dryers. You may wish to bring: shampoo, conditioner, body lotion, shower cap and shower sponge.

VOLTAGE Please note that Canada and the CMH lodges use 110-volt electrical outlets. We recommend bringing a power plug travel adaptor if you need to use your own electrical appliances.

ALLERGY ALERT – NUT FREE LODGE Please note that the BOBBIE BURNS and the BUGABOOS are nut free lodges. Please do not bring any trail mix, snacks, or sport bars containing nuts with you to the lodge.

SMOKING POLICY Please note all our lodges are Non-smoking.

WEATHER AND SNOW CONDITIONS Due to the high mountain environment, expect to experience various conditions. Mountain weather can change with very little warning. Temperatures range from highs of 0°C to lows of -20 to -30°C before wind chill.

CURRENCY The currency used in Canada is the Canadian Dollar. U.S. Cash is accepted at established exchange rates at the CMH lodge and at many hotels, restaurants and shops. CMH accepts Visa, MasterCard and American Express.

Please note when paying with credit card at the lodge you will be given a receipt, but the transaction will be processed at CMH Head Office in Banff after your trip.

HARMONIZED SALES TAX(HST) Our Canadian Government Tax is 12% and is added to all CMH trips. The non-remittable portion of our HST is added to reservations for Non Canadian guests at a rate of 6%.

GRATUITIES Gratuities are not included in our prices, nor are they mandatory. Gratuities may be extended on a voluntary basis at the end of your ski week when incidental lodge charges are settled. All gratuities are divided among all the staff at the lodge.

CONTACT INFORMATION AND CONNECTIVITY Remoteness and isolation are features of the CMH experience. Guests appreciate the rare opportunity to “get away from it all”. For those guests who need to stay connected to the outside world, all lodges have a small business centre with guest computers, a couple of internet outlets and outgoing phones for guest use. Our non-remote lodges also offer internet access in each guest room. Long distance calling cards are available at the shop.

For emergencies only, if you need to contact a guest at a CMH lodge, please call our Banff office at 1.800.661.0252 or 403.762.7100 or email: info@cmhinc.com. All messages received after hours will be relayed to the guest at the earliest opportunity.

If you are a guest who is experiencing travel challenges, such as delayed or cancelled flights, please contact our Navigation Department on their direct line 403.762.7809 or email: navigation@cmhinc.com. This information is also included on your Arrival & Departure Schedule.