



THUNDERBIRD RV PARK & RESORT

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DEPOSIT & CANCELLATION POLICY DURING COVID-19

RV SITE RENTAL - TERMS AND CONDITIONS

RV pad rental policies are set out below. All reservations require a valid credit card number and expiry date. We are limiting contact in our Office by the following the direction below.

1. No deposit is required. Guarantee with credit card only. Guests are requested to conduct all reservation transactions / payments via email or phone.
2. If cancellation is not due to Covid, a \$30 administration fee will be applied to your credit card in the high season. We require one week's notice for any non-Covid cancellations in high season.
3. No shows will be charged the full amount of the stay.
4. Arrival time is 1:00 PM and departure time is 11:00 AM.
5. Early departures – no refund or credit for guests leaving prior to scheduled departure.
6. Every effort will be made to place guests in their requested site. However, Management reserves the right to make changes due to circumstances beyond their control or maintenance. Guests will be advised of any changes.
7. Payment terms include: MasterCard or VISA. No cheques. Cash and Debit Card transactions must be approved by Management prior to your arrival.

COTTAGE RENTAL - TERMS AND CONDITIONS

Cottage rental policies are set out below. All reservations require a valid credit card number and expiry date.

1. **A deposit equal to 50% of booking is required.** Guarantee with credit card only. Guests are requested to conduct all reservation transactions / payments via email or phone.
2. Guests will be subject to a \$50 cancellation fee for cottage reservations. Please contact us as soon as possible if you must cancel.
3. No shows may be charged some or the full amount of the stay.
4. Arrival time is 3 PM; departure is 11 AM. Early arrival (1 PM) may be permitted for an extra fee. Contact the office 24 hours prior to your arrival to determine availability.
5. All cottage reservations are subject to a \$500 security deposit on arrival. All deposit preauthorization's will be on the registered guests valid Visa or MasterCard.
6. Early departures – no refund or credit for guests leaving prior to scheduled departure unless approved by Management.
7. Every effort will be made to place guests in their requested cottage. However, Management reserves the right to make changes due to circumstances beyond their control. Guests will be advised of any changes.
8. Payment terms include: MasterCard or VISA. No cheques. Cash and debit card transactions must be approved by Management prior to your arrival.

July 3, 2020