



## 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 following the direction below.

1. Daily bookings for 6 days or less, no deposit is required at this time. Guarantee reservation with credit card only. Guests are requested to conduct all reservation transactions / payments via email or phone.
2. All daily booking cancellations, One (1) weeks' notice of cancellation required and will be subject to a \$35 administration fee that will be applied to the credit card you provided.
3. Weekly and monthly bookings, a deposit of half (50%) of the amount of your booking is required with the balance due on arrival. We require one (1) weeks' notice of cancellation or the full amount of booking will be charged to your credit card. Deposits paid are non-refundable.
4. We require one week's notice for any non-COVID cancellations in high season. If your cancellation is due to COVID-19 a \$35 administrative will be applied to your credit card with a refund to the remainder of your balance owing.
5. No shows will be charged the full amount of the stay.
6. **Arrival time is 1:00 PM and Departure time is 11:00 AM.**
7. Early departures – no refund or credit for guests leaving prior to scheduled departure.
8. 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.
9. 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. We require a minimum of one (1) week notice or the full amount of your stay will be charged to the credit card used for the reservation. Cancellations made with more than 1 week (7 days) notice will be charged a \$50 cancellation fee and the balance of your deposit will be refunded.
3. No shows will be charged the full amount of the stay.
4. **Arrival time is 3:00 PM; Departure is 11:00 AM.** Early arrival (2 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.

January 12, 2021