



THUNDERBIRD RV PARK & RESORT

Ph (250) 286-3344
Fax (250) 286-0998

2660 Spit Road, Campbell River, BC
Website: thunderbirdrvpark.com
email: tbirdrvpark@telus.net

DEPOSIT & CANCELLATION POLICY

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.

1. Daily bookings for 5 days or less the full amount of your booking is required at the time your reservation is made. This will guarantee your reservation for you.
2. All daily booking cancellations, two (2) weeks' notice of cancellation required and will be subject to a \$35 administration fee that will be applied to the credit card you provided. If your cancellation falls within the 2 weeks prior to your arrival date then the full amount of the booking will be applied to the credit card that you provided to us.
3. Weekly bookings, a deposit of half (50%) of the amount of your booking is required with the balance due on arrival. We require two (2) weeks' notice of cancellation or the full amount of booking will be charged to your credit card. All deposits paid are non-refundable.
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 when possible.
2. We require a minimum of two (2) 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 2 weeks' 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 for Cottage stay is 3:00 PM; Departure is 11:00 AM.**
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.

September 1, 2023