

## Booking and Cancellation Policy



### Booking Deposit

To confirm your snowmobile trip, a 25% deposit *by credit card* is required within 2 weeks of receiving your booking information. If we do not receive a deposit by the posted date, we reserve the right to offer those dates to the next group.

This deposit is ***non-refundable*** after July 15.

**\*Bookings made within 60 days of arrival are subject to full payment on reservation.**

### **Groups**

- a) Group organizers who submit a total deposit for a group will also be responsible for the total final payment 60 days before the arrival date. The final payment date and amount can be found on your booking confirmation.
- b) Groups wishing to book as individuals will be subject to the same deposit and final payment due dates as above. The group organizer will receive all booking information and is responsible for forwarding that information to the group. If we have not received the total number of deposits by the due date, we reserve the right to offer the remaining unconfirmed rooms to the next group.

### **Facility Rental**

Deposit may be split between a maximum of four (4) individuals. **One payment** of the remaining 75% plus tax is due 60 days before arrival. Please contact us for more information

### Online Guest Account

**By submitting a guest account you authorize Grizzly Lodge to charge the credit card provided for the 25% deposit and remaining 75% balance plus tax 60 days from arrival.**

### Final Payment

The final payment of 75% plus tax is due 60 days before arrival. The due date will be shown on your booking information email as well as your confirmation. This amount will be automatically charged to the credit card on file unless another method of payment is arranged. If you prefer to pay by another method please let us know and ensure that your payment is received on time. If not, we reserve the right to offer the dates to the next group in line.

Grizzly Lodge accepts Visa, Mastercard, email money transfers, wire transfers and cheques. We do not accept Amex at this time. Please make cheques payable to **Pukeashun Wilderness Inc.**

Send cheques to:  
Box 24121  
Scotch Creek, BC  
VOE 3L0

*All rates are quoted in Canadian dollars and are tax exclusive. Please note that the appropriate taxes will be applied to the final payment.*

### **Discounts**

Grizzly Lodge offers a 5% discount on accommodation to groups of 10 or more as well as groups staying 3 or more nights. These discounts cannot be combined and are not applicable to our facility rental rates. We also offer a 5% discount on all services to corporate groups.

### **Cancellations**

***All cancellations MUST be accompanied by written notice (email or other). You are welcome to call us but you will be asked to submit notice in writing as well.***

Cancellations made outside of 60 days prior to arrival date will be refunded any amounts paid less the deposit amount collected at the time of booking. Cancellations received within 60 days of your arrival date are non-refundable except in the following conditions:

- i. If you are able to fill the spot and can collect payment from that person yourself. Please contact us with the name and contact information for the replacement party as soon as possible.
- ii. If Grizzly Lodge is able to fill the spot, you will be refunded the balance minus the deposit amount collected at the time of booking.
- iii. All payments can be credited toward another stay no later than April 30 of the current snowmobiling season pending availability.

There are absolutely no exceptions to this cancellation policy except those listed above.

### **Weather**

No refunds will be provided on account of the weather. Weather systems in the area shift hourly and the weekly forecast is not reliable! Our staff members monitor the conditions regularly and will contact groups if conditions are not ride-able or access becomes unreasonable.

Grizzly Lodge reserves the right to cancel bookings at any time. You will have the option of a full refund or credit for the amounts paid if this should happen.

## **Insurance**

Grizzly Lodge strongly recommends that you purchase trip insurance that covers you from cancellation, delay or injury. You will not receive a refund in the event that your trip is cancelled or shortened due to injury, weather delay, or family matters. We also recommend a policy that includes emergency air transport due to our remote location. While this is rarely required, Grizzly Lodge is not responsible for costs incurred for emergency air transport so please prepare accordingly.

These items can be purchased through most banks and insurance providers.

Grizzly Lodge offers an optional \$35/day insurance fee on all snowmobile rentals. This insurance fee reduces the damage deposit from \$2500 to \$1500 and covers damages above the deposit amount. Some major damages may not be covered by the damage deposit or insurance fee. Please contact us for exact details prior to your rental.

## **Fees**

A one-time trail fee of \$15 per person will be charged on departure.

\*\*plus tax

Grizzly Lodge also offers an optional \$35/day sled rental insurance fee.