

# Terms & Conditions.

## **Reservation and confirmation**

We kindly ask you to use the reservation form or send us a mail or call us to make a reservation. You will get a written confirmation by e-mail or fax or letter. Your reservation by form, mail or phone is definite and our terms and conditions and cancellation policy apply immediately. From our side we hold your reservation optionally until we get your deposit. On receipt of your deposit your booking will become binding for us as well.

## **Deposits**

Within 10 days of a reservation a deposit of 25% of the total reservation amount has to be paid. If your arrival date lies within these 10 days the deposit has to be paid immediately. In that case we will need also your credit card number, even if you decide to pay the deposit by personal check. Your authorization to use your credit card number indicates you agree with our terms and conditions.

## **Charges and Payments**

All rates are quoted in Canadian Dollars and are subject to applicable taxes.

Personal checks are accepted for deposit only. We prefer cash and accept Canadian Dollars, US-Dollars, Euro, British pound and Swiss Francs at a competitive daily exchange rate. We also accept Visa and Mastercard. Final payment of account is due the evening before departure. We do not accept personal checks for final payment.

Taxes and gratuities are not included in any of our rates.

## **Cancellation Policy**

- If you need to cancel your booking up to 60 days prior to arrival date, we will refund your deposit less \$ 100.-- administration fee.
- Your deposit is non-refundable and non-transferable if you cancel your reservation within 60 days of your arrival date.
- The full amount of the reservation will be charged if we get your cancellation notice less than 7 days prior to arrival date. The same procedure applies for cancellations of a part of the original booking.

Important: A number of credit cards carry automatic travel insurance for members and their families. If you are not covered against cancellation fees by a credit card, consider to buy a travel insurance.

## **Guests Responsibility**

Guests are responsible for all rental equipment and damages must be reported immediately. Guests are fully liable for all damages and losses to boats, motors and other equipment, however caused. Also guests are responsible for the action and safety of their children and visitors. No increase in party size permitted without our prior knowledge and approval.

**Pets**

Pets allowed. Flat fee per pet/stay \$ 30.00.

**Check-In / Check-Out**

Check-In time: 03.00 pm / Check-Out time 09.00 am / exceptions are possible depending on the booking situation.

Please check back with us before your arrival or departure.

**General Information**

Weekly reservations are preferred from Sat to Sat, however we will book shorter stays on all plans if possible. Smoking is not permitted in the cottages.

THE WESTARM LODGE & RESTAURANT, January 2018