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THE SIMPLE PLEASURES OF NATURE IN A MODERN CAMP AESTHETIC

## TERMS & CONDITIONS

Please read the Terms & Conditions carefully. You will be required to sign a form indicating your understanding upon arrival.

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### Rates

- Rental Unit (Airstreams, Shasta & Cabins) and Lodge rates are for up to 2 adults and 2 children per room.
- Maximum of 2-4 adults and up to 2-4 children per rental unit and lodge room.
- Please refer to rates and packages for cost on all the accommodations

### Reservations

- 2 day minimum stay in the Winter (October – April)
- 3 day minimum stay in the Summer (May – September)

### Reservation Conditions

Although we will attempt to honour your chosen rental unit/campsite, there are times when this will not be possible. Wherever possible, we will attempt to notify you of your rental unit/room change before your arrival. Should a rental unit/room change be necessary, we will guarantee the same rental unit/room type equivalent or better.

We will not take bookings from individuals under 18 years of age.

Notice to All Guests. Any damage to WOODS Resort property or compensation made to other guests will be assessed and charged accordingly to your account. An extra charge will be added to your credit card for any rental unit or room needing excessive cleaning. WOODS Resort reserves the right to terminate a booked holiday if any stated rules are in violation. No refunds will be issued.

### Payments & Deposits

- Full payment or 50% deposit is required at the time you make your reservation.
- Payments may be made by Visa or Master Card through the website or by cash, debit card in-person.
- Please do not send cash by mail. Deposits may only be made by Visa or Master Card.
- Reservations made online: The full balance is due immediately by Visa or MasterCard to confirm your reservation.
- Reservations made by phone or in person: You may pay in full or confirm your reservation by paying 50% minimum deposit by Visa or MasterCard.

\*If there is a balance owing, it will be automatically processed 30 days prior to the arrival date using the same credit card information used for the deposit. Please make arrangements with our reservation team if you want a different card used. Once your deposit or payment is processed you will receive an email or post mail confirmation.

### Cancellations

- All refunds, changes or transfers are subject to a \$20. service charge.
- There will be no refund for anyone being evicted or for days lost through early departure or late arrival.
- Rental Units: No refund will be given unless date changes or cancellations are received at least 30 days prior to the scheduled arrival date.
- Lodge Rooms: No refund will be given unless date changes or cancellations are received at least 48 hours prior to scheduled 3:00 pm check in time.



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### Arrivals & Departures

Check in time for rental units/rooms is 3:00 pm. Early check-ins will not be permitted unless discussed prior.

Check out time for all rental units/rooms is at 11:00 am.

A full day's rate will be applied to late check outs. Please be courteous to arriving guests and vacate your unit or room on time.

### Changes After Check In

We will do our best to accommodate any changes you request to your rental unit/room once you are registered. It is important to note that changes cannot be guaranteed and can only be accommodated if a suitable rental unit/room is available. Availability may be limited.

### Late Arrivals & No-Shows

If you are not going to be able to arrive at the resort on the day of arrival, but you still wish to retain your reservation, you must contact the resort office.

If you do not arrive at the resort by 11:00 am on the day after your scheduled day of arrival, and if you have not contacted the resort office to inform them of your late arrival, you will be deemed a No-Show. When you are deemed a No-Show, your reservation will be cancelled with no refund and your rental unit/room will be made available to other guests.

### Rental Security

A Rental Security Deposit is required at time of check in to protect WOODS Resort's property and the enjoyment of other guests. WOODS Resort is a family resort, and while enjoyment is encouraged, discretion and moderation are required by all patrons to ensure that everyone has a fun, safe and enjoyable vacation. The Rental Security is held in preauthorization pattern on your credit card during your holiday. It should never appear on your statement unless detailed in the following circumstances.

A preauthorized \$200 damage & noise disturbance deposit will be processed at check in. You are responsible to ensure that your rental unit/room is left in the same shape as when you arrived. Any damaged or lost items (i.e. remote controls, pillows, towels, dishes & cutlery) and/or noise disturbance complaints from neighbouring guests will be assessed and charged accordingly. Extra charges will be added for any rental unit needing excessive cleaning. Once the rental unit/room has been inspected and found to be in the same condition as arrival, the credit card information will be released.

If your holiday was paid in full at the time you made your reservation by cash or debit card, a \$200.00 cash deposit will be required at check in time. Once the rental unit and/or room has been inspected and found to be in the same condition as arrival, the cash deposit will be returned.

### Smoking

Smoking is forbidden inside all rental units/rooms. If smoking is evident in any of the rental units/rooms an automatic \$150.00 smoking related cleaning fee will be applied to your account.

### Pet Policy

To avoid disappointment please reserve your pets stay in advance. WOODS reserves the right to decline pet stays for rooms that are not pre-arranged. Any pet found on the premises that has not been registered with WOODS will result in a \$250 fee. Please read through our full [Pet Policy](#) on our website prior to your stay.



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### Children & Youth

WOODS Resort which welcomes children of all ages. Children under the age of 8 must be accompanied by an adult at all times.

### Rules & Regulations

1. No more than 2 adults and 2 children allowed in a rental unit/room, unless authorized by a manager. Airstream 1 and Airstream 2 have a maximum of 2 adults and 3 children.
2. No additional guests except those listed on your reservation can occupy the rental unit/room.
3. Garbage must be bagged and deposited in proper facilities.
4. Camp fires to be made in fire pits only.
5. No excessive noise between the hours of 11:00 pm and 8:00 am. After 11:00 pm please keep voices down.
6. Alcohol is permitted on the grounds providing guests are of age and drink responsibly. Non-compliance may result in your eviction from the Resort.
7. Disorderly behaviour will not be tolerated at any time.
8. Firecrackers & Fireworks are strictly forbidden.

Notice to all guests: Any damage to WOODS Resort property or compensation made to other guests due to noise disturbance will be assessed and charged accordingly to your account. An extra charge will be added for any rental unit/room needing excessive cleaning. Once the rental unit/room has been inspected and found to be in the same condition as arrival, cash deposits will be returned or credit card information will be released. \*\*WOODS Resort reserves the right to terminate a booked holiday if any stated rules are in violation. No refunds will be issued.

This property is privately owned. While visiting the Resort you are responsible for abiding by all Resort rules and regulations. Non compliance may result in your eviction from the Resort. Should this happen no refunds will be issued. Under no circumstances will Woods on Pender Resort be liable for any loss or damage to any of our guest's personal property, including their vehicles, jewelry, personal effects or any other valuables including currency. Parents are responsible for the care and actions of their children at all times.

### Assumption of Risks

BE AWARE THAT THE RECREATIONAL AREAS, HOT TUBS, BIKE RIDING, ETC., INVOLVE MANY INHERENT RISKS, INCLUDING BUT NOT LIMITED TO CHANGING WEATHER CONDITIONS, EQUIPMENT FAILURE, COLLISION WITH OBJECTS/PEOPLE AND FAILURE TO USE FACILITIES IN A SAFE AND PRUDENT MANNER, WITHIN ONES ABILITIES, MAY CAUSE INJURY OR DEATH. ALL GUESTS AND VISITORS USING WOODS RESORT FACILITIES DO SO AT THEIR OWN RISK.

THE WOODS MANAGEMENT TEAM