TOURISM QUALITY ASSURANCE PROGRAM

Reservation and Cancellation Policies

Cancellation Policies — Accommodations

The "Cancel-by-Certain-Date" Policy

This type of cancellation policy gives travellers the option to cancel hotel reservations free of charge up until a certain date. Once this date passes, hotel cancellation policies can either:

- Charge a standard cancellation fee.
- Require the full payment for the reservation.

The "One Night Penalty" Policy:

For this type of hotel room cancellation policy, hotel charges a cancellation fee equivalent to one night's stay at the hotel.

The Prepaid, Non-Refundable Hotel Reservation Policy:

This type of hotel booking requires payment for the entirety of the reservation at the time of booking and is non-refundable.

Cancellation, Payment and Refund Policies — Tour/Activity

Please notify us by phone at *(area code + number)* if you need to cancel or reschedule. Refund amounts vary according to the cancellation time and the tour/activity you are cancelling as per below:

- Full payment is due at the time of booking your reservation.
- No refunds for cancellations within 48 hours of departure.
- Cancellations OR rebookings prior to 48 hours before departure are subject to a *(% or $ amount)* per person fee for tour/activity.
- Cancellations OR rebookings prior to 48 hours before departure are subject to a *(% or $ amount)* per night fee *(if applicable)*.
- Cancellations OR rebookings prior to 48 hours before departure are subject to a *(% or $ amount)* fee for vacation packages.

Full refunds will be provided if your tour/activity is cancelled due to weather, mechanical failure, unsafe conditions or insufficient reservations.

Reservation Policy — Accommodations

For All Bookings 1-14 Days Stay:

- Credit card info required to hold a reservation — sorry, no reservations without a valid card.
- Payment for all nights booked *(plus 10%)* will be charged for bookings that are unfulfilled or cancelled without the required notice. A $25 cancellation fee will be charged to your credit card on all cancellations made within the required notice.

For All Bookings 15+ Days Stay/Holidays/Special Events:

- Credit card info is required security deposit for any damages.
- 50% of payment is due 60 days before your arrival or at the time of the booking.
- Second 50% of payment is due upon arrival.

When making a reservation, we will need the following:

- **Name**
- **Number of occupants**
- **Arrival date/time**
- **Mailing address**
- **Phone number**
- **Credit card info—# and CVD (3-4 digits printed on the back of the card), expiry date and name on the card**

- If your stay is 60 days long — first month payment is due 30 days before your arrival, second month pay is due on arrival.
- If your stay is 3+ months long — first month payment is due 30 days before your arrival, second month pay is due upon arrival. Each month after that is due 30 days in advance.

For your convenience we offer secure on-line reservation. For "last minute" one night reservation, please call or contact us by email. If you prefer to make the arrangements over the phone, call *(area code + number)*.

Payment:

- Payment is due in full upon arrival.
- We accept cash, Debit, VISA, Master Card and email transfers (*Canadian Dollars).*

Arrival/Departure:

- ID (*passport, Drivers' License or other photo ID*) required at check in
- Check in: (earliest hour to latest hour)
- Please note, we do NOT have a 24 hour front desk
- Check out —11:00 am
- Baggage can be left at office
- Key/fob/card—$25 charge to your credit card for unreturned key

Links to Online Templates, Samples and Resources

These links will take you to Reservation and Cancellation templates, samples and resources from various government agencies and tourism organizations in Canada, the United States and abroad.

- St. Brieux regional park and golf course reservation, cancellations and refund policies:

  StBrieuxRegionalPark.ca/Policies/

- Roomertravel.com guide to hotel cancellation policies:

  RoomerTravel.com/cancellation/hotel_cancellation_policies

- Setupmyhotel.com lists several sample cancellation and reservation policies:

  SetUpMyHotel.com/formats/fo/378-resv-cancellation-deposit-policy.html

- Saskatchewan Parks reserve-a-site webpage:

  SaskParks.net/Reserve-a-Site

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