



Terms of Business

The detailed determinations below are part of all programs/tours and individual services and activities of Southern Lakes Resort and therefore part of the contract between tour operator and/or guests of Southern Lakes Resort. Tours and programs are subject to change without prior notice.

Booking procedure

Online bookings through our website are processed and confirmed immediately. Credit card details are entered to guarantee the booking. Payment is due upon arrival.

If you inquire via email or phone and wish to pursue your booking, a credit card is needed to guarantee your reservation. You may give details over the phone or in separate emails.

Following that, you will receive a written confirmation from us for your booking.

Packages (booked online or via email) require a deposit, for which you will receive an e-invoice through Square Inc. this invoice can be paid directly online by credit card. For packages as well, remaining payment is due upon check-in.

Payment Policy

All rates quoted are in Canadian Dollars (CAD) and do not include 5% GST.

We require the first night as a guarantee for your booking. Credit card details will be collected upon booking.

Full payment is due upon arrival.

Accepted methods of payment are credit card, cash or bank wires.

Cancellation Policy:

Room only bookings:

up to 30 days prior arrival: first night will be charged

29-15 days prior arrival: 50% of total invoice amount

14-0 days prior arrival: 100% of total invoice amount

Cancellations must be made by email. No cancellations are accepted over the phone.

Refunds are subject to a \$50 handling charge.

Certain additional services such as transportation/airfare or other special arrangements are non-refundable.

Summer and Winter Packages:

Non-refundable deposit of CAD 300 or 20% of total invoice amount is required at time of booking

Up to 60 days before arrival: deposit will be charged

59 - 30 days before arrival: 50% of the total amount will be charged

29 - 0 days before arrival: 100% of the total amount will be charged

Christmas/New Years Special Package:

50% non-refundable deposit required at the time of booking.

60 - 0 days before arrival: 100% of the total amount will be charged

Southern Lakes Resort maintains those policies due to the limited size and remoteness of the property, where re-bookings on short notice are unlikely.

Check-in: after 15h00

Check-out: 10am

Southern Lakes Resort Inc.
1702 Ten Mile Road
Tagish, Yukon Territory, Y0B 1T0
[1 \(867\) 332-0414](tel:18673320414) / www.southernlakesresort.com

Mailing Address: Suite 326, 108 Elliot Street, Whitehorse, YT, Y1A 6C4

Meals

Basic rates are quoted without meals, we offer attractive rates for breakfast and half-board, which can be booked in advance or on spot. Meal-times for registered guests are set. We can cater to dietary needs if communicated prior arrival.

Smoking

Smoking is not permitted in any of the cabins nor in the main Lodge. Designated smoking areas available. If smoke odour is detected in the cabin, a cleaning fee of CAD 200.00 is applied to your credit card.

On-site activities

Southern Lakes Resort offers on-site activities, guided or non-guided. It is mandatory for each participant to sign a liability waiver prior to attending any activities or renting any leisure equipment.

Pet Policy

Pets are not allowed in the cabins. If odour/hair is detected after check-out, an additional cleaning fee of \$50.00 will be charged.

Dogs may stay in your car or in our guest dog kennel, at the far end of the cabins. Note that the site manager's dog is in the same area, although not in the same kennel. \$20.00 per stay for dog kennel use.

Pet owners are responsible for the safety of their pet, as well as for the food during their stay. Dogs MUST be kept on leash on the property. Loose dogs harassing any kind of wildlife is illegal and may be reported to authorities.

Passport- and Visa requirements

All participants of tours and programs of the Southern Lakes Resort are required to hold valid documents of identification and/or a valid visa of Canada. No refunds will be made due to invalid documents resulting in refusal of entry into Canada.

Insurance

We highly recommend insurance of cancellation costs and liability as well as for personal health, accidents and emergency evacuation. Guests are responsible for their own insurance coverage.

Liability

All guests are required to sign a waiver prior to engaging in any of the on-site offered activities or equipment rental. The Southern Lakes Resort reserves the right to cancel and/or change the program as a result of act of God, natural hazards, weather and other unpredictable disturbances or events. In such cases, (pre-) payments for the affected program will be fully refunded unless the tour or program can be undertaken in parts or completely. Southern Lakes Resort will try and offer an alternative program whenever suitable and possible. Any additional incurring costs for alternative programs are divided among participants. There is no refund possible for programs/activities cancelled due to act of God or other events that are beyond control of Southern Lakes Resort. Compensation claims are not possible. Southern Lakes Resort cannot be held responsible for delays/no shows due to delayed airplanes or denied entry into Canada.

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