



## Terms & Conditions

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.

### General information

Although every effort has been made to ensure the accuracy of the information contained online, Southern Lakes Resort cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured online at any time.

### Rates

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

The rates for rental units (cabins & villas) are per night per unit and based on 2 occupants.

Any additional occupants are charged extra and must not exceed the following totals:

Family Cabin (E1):	4 people
Standard Cabins (E2, 3, 5):	2 people (1 additional possible)
Standard Cabin E4	4 people
Deluxe Villas:	2 people (1 additional possible)

### 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. By making a booking over the phone, email or our website, you agree to the terms and conditions outlined herewith.

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

### Payment & Cancellation Policy

#### Payment

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.

For special occasions, events & holiday bookings, special conditions may apply. Please contact us at [reservations@southernlakesresort.com](mailto:reservations@southernlakesresort.com)

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

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

### **Cancellation Policy**

After receiving our written confirmation, you have 48 hours to change your mind and amend or cancel your reservation without charge.

If cancellation occurs:

Up to 60 days prior to arrival 10% of total invoice amount

59 – 30 days prior arrival 30% of total invoice amount

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. Please email [reservations@southernlakesresort.com](mailto:reservations@southernlakesresort.com).

Refunds may take up to 10 business days and are subject to a \$50 handling charge.

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

### **Check-in procedure & resort policy**

Check-in: after 15h00

Check-out: 11am

- You must be minimum 18 years of age to hold a reservation at Southern Lakes Resort.
- Due to privacy reasons, only the reservation holder can register for check-in. If you would like other people to have access to your reservation, you can add them to your booking online or by contacting us [reservations@southernlakesresort.com](mailto:reservations@southernlakesresort.com).
- A valid Credit card must be presented at check-in, identical to the one used to guarantee the booking. Along with the credit card, a valid ID must be shown and name of cardholder and ID holder must match.
- As the holder of the registered credit card, you accept responsibility for other occupants in the same unit/cabin/villa.
- Any damage caused to the rental unit during your stay (including but not limited to: furniture, fixtures, floor, appliances and exterior), will be charged to the credit card on file.
- Disorderly behaviour and/or excessive noise after 10pm will not be tolerated and may result in eviction from your rental unit without refund.
- Please accept our neighbours privacy and do not walk into or through private property

### **Other information**

#### **Children & Youth**

Southern Lakes Resort welcomes children of all ages. Children and youth under the age of 18 are permitted on property with adequate adult supervision only. Children under the age of 12 must be accompanied by an adult at all the recreational facilities, including but not limited to: guest fire pit, picnic tables, canoes/kayaks.

Parents or legal guardians are responsible for children's life vests when being around open water.

Children under the age of 19 may not enter licensed premise after 5pm without adult supervision.

#### **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.

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**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.

**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 & Assumption of Risk**

Southern Lakes Resort is not responsible for any theft or damage to vehicles or other personal property. Ensure to take your valuables with you at all times.

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. 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.

Be aware that recreational facilities 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 one's abilities. These risks may cause injury or death. All guests and visitors using Southern Lakes Resort facilities do so at their own risk.

**Severability**

If any of the provisions of the Terms are determined by any competent authority to be invalid, unlawful or unenforceable, such provision will to that extent be severed from the remaining Terms, which will continue to be valid and enforceable to the fullest extent permitted by law

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