Cancellation Policy

Check-In Time: 3pm **Check Out Time**: 11am

Peak Season Cancellation – Last Friday in June to the Monday of the Labour Day Weekend.
All reservation payments for stays during the peak season are not refundable except where cancellation notification occurs up to 7 days prior to the scheduled arrival date in which case a $10 administration fee will be applied and deducted from the refund.

Where cancellation notification occurs less than 7 days prior to the scheduled arrival date, reservation fees will be refunded on dates subsequently booked by another guest. The $10 administration fee will still apply.

Low Season Cancellation - All other dates while the Park is open.
Guests may cancel their reservations up to 48 hours prior to the scheduled arrival date and receive a refund. A $10 administration fee will be applied to cancellations and deducted from the refund.

Where cancellation notification occurs less than 48 hours prior to the scheduled arrival date, reservation fees will be refunded on dates subsequently booked by another guest. The $10 administration fee will still apply.

No Show
During the Peak Season, reservation payments are not refundable for stays 7 nights or less. Where stays are reserved for longer than 7 nights, the first seven nights are not refundable; however, the remainder of the reservation will be refunded.

During Low Season, reservation payments are not refundable for stays of 2 nights or less. Where stays are reserved for longer than 2 nights, the first 2 nights are not refundable; however, the remainder of the reservation will be refunded.

For Peak and Low Season, reservation fees will be refunded on dates subsequently booked by another guest and a $10 administration fee will apply.

Other
This policy will apply to early checkouts.

This policy applies to individual and group bookings.

Cancellation notification occurs when the Caretakers receive correspondence from the guest or from the member who made the reservation on behalf of their guest. The Caretakers may be notified by phone at 604 826 5776 or by email at caretaker@sleipnerlodge.ca