



## **RESERVATION & CANCELLATION POLICY:**

To make a reservation, you must pay at least 50% of the booking in advance by credit card on the website, or by e-transfer at [info@soulsparadise.ca](mailto:info@soulsparadise.ca)

- Refunds will not be issued for early departure, for bad weather, ferry disruption or for conditions beyond our control (Power outage, etc.)
- If you are reserving an additional site or chalet/cabin for a friend/family member with your credit card, cancellation charges will be applied to your credit card in the event they do not show without advance notice.
- For payment of your visit, we accept, MasterCard, Visa, and/or cash.

### **Reservation of 7 days or less – Short term Rate Cancellation Policy**

**No later than 12 pm, seven days before your scheduled arrival date.** If your cancellation is received before this deadline, you will be charged the first night cancellation fee and two nights for a long weekend & holidays, and the rest of the deposit will be refunded.

- Cancellations made after the seven-day deadline will result in forfeiture of all deposits.
- After occupancy, no refunds will be provided.

### **Reservation of 8 days or more - Rate Cancellation Policy**

**Any time after the reservation is made,** you will be charged 50% of the reservation.

- After occupancy, no refunds will be provided.
- No refunds will be provided on any monthly rate reservation once the month has commenced.

### **Seasonal Rate Cancellation (6 months)**

**Any time after the reservation is made or your contract renewed (October),** you will be charged a \$200.00 cancellation fee.

### **Long Term Rate Cancellation (12 months)**

**Any time after the reservation is made,** you will be charged a \$500.00 cancellation fee.

- After occupancy, no refunds will be provided.

### **Why do we charge cancellation fees?**

- To cover the transaction fees
- For the administration time, website & advertising cost
- The calendar was blocked for you.
- The staff was scheduled to work

### **To complete your reservation, we require the following information:**

- contact name, phone number, home address & email
- number of people in your family/group, number of pets
- confirmation of arrival and departure dates
- length and type of unit (if camping)
- vehicle or trailers plate licence (if applicable)
- length of boat (if applicable)
- valid credit card number and expiry date (can be communicated by phone -preferred).