

POLICIES, TERMS & CONDITIONS

RESERVATIONS

- We require a \$400.00 deposit on any booking with a value of \$1,000 or higher, or a \$200 deposit on bookings with a value of less than \$1,000. Deposits require a valid VISA, MasterCard or Discover card. Deposits may be made by VISA, MasterCard, Discover card or e-transfer and should be payable to Sunbeam Bungalows. If you cannot be accommodated, the deposit will be refunded immediately in full.
- By sending us a deposit you are deemed to have accepted all Policies, Terms & Conditions of Sunbeam Bungalows Family & Fishing Resort. You do not have a reservation until your deposit has been received and the reservation is confirmed by us in writing, by email or postal service.
- Accommodations and equipment will be charged fully for the time period reserved; no allowance will be made for early departures or late arrivals.
- Rates do not include tax (13% HST) or gasoline.
- U.S. currency is accepted at prevailing bank rates and credited in full. The balance of your reservation is due upon arrival. We accept VISA, MasterCard, cash, e-transfer or debit card (Interac). We do not accept cheques. Additional items, such as bait, firewood, etc. are payable before departure.

CANCELLATIONS

- A \$50.00 administrative fee applies to all cancellations made up to **60 days prior to your arrival date**. The remainder of your deposit will be returned.
- In the case of cancellations made **59-14 days before arrival date**, your deposit is non-refundable.
- In the case of cancellations made **less than 14 days before arrival date**, the full amount of the reservation rate will be charged.
- No credit will be given if facilities offered or equipment arranged for are not used.

DAMAGE & LIABILITY

- Facilities offered at Sunbeam Bungalows are for the exclusive use of registered guests and are used at guests' own risk.
- We will not be held liable for any damages, injuries or losses incurred while on our premises or while using any of our equipment.
- Guests are **fully responsible** for all damages and losses to boats, motors, equipment and accommodations provided, however caused. Please note that broken, bent, or nicked propellers, skegs, or lower units etc., are not considered "normal wear & tear" and will be billed at repair or replacement cost. Please report damage or malfunctioning equipment immediately. Major damage to boats/motors will be quoted on by a licensed marine mechanic and will require payment authorization on your credit card prior to check out. An invoice/receipt for work completed will be sent to you.
- We provide approved life jackets with all boats, which must be carried for each person. When you bring your own boat, this responsibility is yours. It is highly recommended that each person wear a lifejacket while boating.
- **Boat rentals** (occasional & day rentals) require a **\$500.00 damage deposit hold**, on VISA or MasterCard, to be authorized before boat is taken out. Damage deposit hold will be released upon return if boat has not been damaged and is clean.

PETS

- We do allow dogs at the resort, with conditions. These policies help ensure that having dogs at the resort is acceptable to everyone.
- One dog per cottage is allowed, unless management approves otherwise. *(continued Page 2)*

- Dogs must be on a leash at all times while outdoors or being walked.
- Dogs must not be left to roam (maximum 10 foot long lead when tied up).
- Continual, ongoing barking is not acceptable; owner is responsible for ensuring compliance.
- Dogs must not be left alone in cottage for extended periods of time. If your dog is making noise or causing damage, your dog will have to be supervised and will no longer be allowed to be left alone.
- Owners must clean up after their dog at all times.
- Dogs are not permitted on furniture.
- Dogs are not to be bathed in the cottage shower or bath tub. (Please consult us for alternatives we may be able to suggest.)
- Dogs are not allowed on the beach or in the marina area; the only exception is if on leash accompanying you to your boat.

ARRIVAL & DEPARTURE

- Weekly check-in time: Spring & Fall **3:00 p.m.** ; Summer & Late Summer **4:00 p.m.**
- Weekly check-out time is **9 a.m.**
- Check-in and check-out times for mid-week/weekend stays (Spring/Fall) are generally more flexible; adjustments may be made by prior arrangement with management.
- When you arrive, you must stop by the office to check in before proceeding to your cottage. Doing so allows us to know you have arrived, and ensure that your cottage is ready for occupancy.
- If you arrive early, please be prepared to wait; however, if the cottage is available, you may be able to check-in earlier than the posted check-in time.
- We ask that you respect the check out time, so that housekeeping staff can clean and prepare cottages without delay. The charge for late check-out is **\$50.00** per hour or part. A pre-arranged late check out may be possible with 24 hours advance notice - please consult management.
- We reserve the right to substitute accommodations and equipment should the need arise due to circumstances beyond our control.

VISITORS

- All day visitors must register at the resort office. Sunbeam Bungalows is private property and we require knowing who is on site.
- Daytime fee for visitors is \$20.00/day (any age).
- Overnight charges are as per rate chart. Visitors of cottage guests may stay overnight, with **prior approval** of management, provided the maximum occupancy for the cottage is not exceeded.

REGULATIONS

- **NO SMOKING** inside the cottages. This includes all substances and vaping.
- In the event of a fire ban by MNRF (Ministry of Natural Resources and Forestry), **NO** campfires. Fire ban notices are posted in the resort office.
- All municipal by-laws must be respected.
- For the comfort of all concerned, all quiet after 11pm (Municipal Bylaw).

Updated November 2023