



Klahoose Wilderness Resort

Booking Terms and Conditions

Klahoose Resort Limited Partnership (referred to in this document as Klahoose Wilderness Resort, "Resort" "us", "we", or "our", a company located at #203-4400 Marine Avenue, Powell River, British Columbia, Canada, V8A 2K1.

Rates, taxes

All rates are in Canadian Dollars, per person based on double occupancy, unless otherwise stated.

All rates and fees are subject to tax at 5% GST and 11% Hotel Tax (8% PST and 3% MRDT).

Should other taxes or fees be required they will be advised. All rates, taxes or fees are subject to change without prior notice.

Service Fee

The Service Fee includes staff gratuities and many activities and use of facilities at the resort including: WIFI, in- room tea, coffee service, snacks, wood-fire sauna, campfire area, kayaks, stand-up paddle boards, hiking trails, activities such as cedar weaving, complimentary shared airport transfers between Powell River Airport and Lund (when required).

Conservation & Cultural Fee

The Conservation & Culture Fee supports environmental stewardship, wildlife conservation and research, as well as Klahoose cultural programming and the sharing of knowledge with guests.

A portion of the fee supports conservation partners, including the Commercial Bear Viewing Association of BC (CBVA) and the North Island Marine Mammal Stewardship Association (NIMMSA), helping advance conservation, education, guide training, research, and the protection of bear and marine mammal habitats.

The Conservation & Culture Fee is included in your package and is charged per person, per stay.

Included in Stay

Amounts included in your bookings: meals, tours listed as included: all amenities (kayaks, paddle boards, sauna, nature trails, Wi-Fi etc.), naturalist guides, luggage handling, and land transfer between Powell River Airport and Lund, if required. Unless otherwise stated in your reservation, the following are not included in the standard booking price: accommodation incidentals, gift shop purchases.



purchases, optional tours not listed as included, extra marine or air transfers to/from the Resort, alcoholic beverages except when included at the Resort, flights, ferries from your home to our departure point, or any other services, items and amenities not expressly stated in your reservation.

Booking and Cancellation Policies

- o A 10% deposit is required to make a booking
- o Balance due 45 days prior to Start Date
- o 0-44 days prior to Start Date no refund
- o From the time of booking a \$100 per person fee will apply to cancellations and date changes. Other fees may apply for added flights and add on for date changes.
- o Groups with twelve or more people, 50% payment required to confirm with balance due 45 days prior to arrival. Groups deposit and balance are both non-refundable.

Travel Insurance, Weather and Disruptions

We must adhere to our booking terms and conditions because we have limited capacity and a short operating season.

Refunds, credits or rescheduling will not be provided for cancellations, delays, shortened stays or unused services caused by circumstances beyond our control, including weather, wildfire, transportation disruptions or wildlife viewing conditions. This includes affected transfers, tours and activities.

We strongly recommend comprehensive travel insurance, including trip cancellation and interruption coverage.

Travel and Transfers

Packages include boat transfer departing Lund, BC, for the resort at 3pm on arrival day and returns between 11am-12pm on departure day. An optional shared shuttle between Lund (60 min.) is available for guests connecting with a flight into Powell River Airport. Please note the boat transfer and shuttles only operate once daily on arrival and departure days, so please plan your connecting ferries or flights accordingly. Early or late check-in/out are subject to availability, must be planned and surcharges for extra boats or shuttles may apply.

Child Policy

Klahoose Wilderness Resort is an all-ages resort, and welcome guests who are under 19 years old. Please note that Grizzly Bear Viewing Tours are from 10 years and over only. Parents or guardians are responsible to always monitor and supervise any minor.

Guest Participant Release

Because of the nature of the activities in which our guests commonly participate in, guests must sign a Guest Participant Release prior to your stay. Minors must have a parent or legal guardian sign the waiver on their behalf. Please return a copy of such waiver executed by each guest in your party with your deposit or full payment. A copy of the waiver will be available to you upon written request to Klahoose Wilderness Resort.



Media Policy

Klahoose Wilderness Resort uses social media to enhance profile, reputation, to provide guest feedback, and for loyalty. Klahoose Wilderness Resort authorizes the use of its name in association with any images or videos taken by you or members of your party at the Resort. You are free to share these images on your social media and tag us on Instagram at @klahoosewildernessresort and using the hashtag #ExploreKlahoose and #KlahooseWildernessResort

During your stay at the Resort, you consent to images or video footage taken of yourself, or your youth (under 19 years of age), in whole or in part, individually or in conjunction with other images and video footage, to be displayed on the Klahoose Wilderness Resort Website, official social media pages, and other official channels, and to be used for media purposes including promotion materials.

Payment

We accept payment by credit card or cheque or wire transfer. Credit Cards include Visa, MasterCard, Amex.

We may accept payment from you in USD at the currency conversion rate that we set at our discretion. We accept USD payment in the form of cheque or wire transfer.

Banking Information

Klahoose Resort Limited Partnership

Canadian Imperial Bank of Commerce - Campbell River Branch

952 Island Hwy Tel: 250-286-4300, Campbell River, BC, V9W 1B1

Institute# 0010 Transit# 00140 Account# 1210602

Swift Code: CIBCCATT

Canadian Clearing Code: CC001000140**

**(Some systems may not require the leading "CC" to be entered)

How to Book

Reservations can be made online, by phone or email. When you book with us, please advise of any special dietary, allergies, or medical conditions.

Our reservation office is open between 9-5 Monday to Friday, except holidays. All inquiries outside these times will be replied to on the next business day.

Reservations Email: info@klahooseresort.com

International / Local: +1 250-935-8539

North America Toll Free: 1-833-443-3838