



**SILVER BIRCHES**  
RV RESORT & CAMPGROUND

# 2021 TERMS & CONDITIONS

Be informed and enjoy your vacation. Please read the Terms & Conditions carefully. You may be required to sign a copy indicating your understanding upon arrival.

It is our goal to provide services and products which enable all of our overnight guests to enjoy their vacations in a safe, secure, and memorable environment. These Terms & Conditions are written in everyone's best interest to achieve that goal. During your vacation, we encourage you to take full advantage of our activities/events and amenities. Our most important rule to remember is to HAVE FUN. If there is anything we can do to make your stay more enjoyable, please let us know. \*Resort Management reserves the right to revise Rules/Terms & Conditions due to mandates/rules/regulations as set forth by government officials due to COVID-19.

## RESERVATION POLICIES

### PAYMENT

All reservations, regardless of stay type require a 2 night minimum deposit or 50% (greater of the two) deposit via credit card. For all reservations, the balance must be paid in full upon arrival.

### CANCELLATION POLICY

Cancellations made at least 14 days in advance will be refunded in the form in which it was paid, less a \$25 cancellation fee. Deposit will be forfeited for all reservations cancelled less than 14 days prior to your arrival date.

Refunds are prohibited for weather condition, voluntary departure, acts of nature, or evictions. Any refund processed will be refunded in the same form that it was originally paid or a reservation credit can be issued towards a future stay to be used within one year from the date the reservation credit was issued. All refunds processed via credit/debit card, will be processed back to the original credit/debit card used, no exceptions.

### CHECK-IN AND CHECK-OUT (APPLIES TO ALL STAY TYPES)

Check-in time: 1pm  
Check-out time: 11am

A charge will apply to all late check-outs.

For Vacation Cottage Rentals, keys must be returned to the main office by your designated check-out time in order for your key deposit to be refunded.

### ACCOMMODATION & SITE LOCATION

All site numbers are subject to change prior to arrival, unless a site lock fee was paid with your reservation. We reserve the right to change site numbers for all reservations at our discretion without prior notice. No refunds/discounts will be issued due to site number changes.

For tent/RV sites - a maximum of 1 camping unit is permitted per site.

Use of tents or secondary units on vacation cottage rental sites is prohibited.

### SECURITY DEPOSIT (VACATION RENTALS)

Upon check-in, a credit card will be required for a \$300 security deposit. This amount will be held as a pre-authorization on your credit card, nothing is charged to the card unless there is damage done to the vacation cottage/site during your stay, or excessive cleaning required upon your departure.

### PERMITTED OCCUPANTS

All reservations have a maximum of 6 people including children. Rates are based on 2 adults and 4 children. We reserve the right to cancel your reservation and the cost of your vacation will be forfeited, should you have more than the permitted number of guests.

We are a family resort and as such we will not accept bookings from individuals under the age of 25. This means

if you are not a family travelling with your children, everyone on the reservation must be over the age of 25. We reserve the right to cancel a reservation without refund if this is not met.

## GENERAL RULES

### QUIET HOURS

11pm to 8am daily

### GUESTS

Only registered guests are allowed to use the resort and its amenities. Please have all your guests register at the office. Fees do apply - Adult \$8/day, \$16/night. Children \$8/day, \$8/night (applicable taxes apply).

### SAFETY

Children under the age of 18 must be supervised at all times and also have helmets when riding bikes.

Children under the age of 12 should not be left unattended. Anyone under the age of 18 must be on their sites by 11pm unless accompanied by a parent or guardian over the age of 25.

### CAMPFIRES

NO outside firewood permitted on property. No burning before 6pm.

### PETS

Only non-aggressive dogs and/or cats are permitted in the resort. Pets are welcome as long as they're on a leash at all times. Animals cannot be a disturbance to other campers. Please pick up after your animals. NO pets in rental units or pool.

There is a maximum of two pets per reservation. You must notify us at the time of reservation if you are travelling with pets. Please note: When booking online, pet fees will be added after your reservation is made, therefore increasing the rate quoted by \$69 + applicable taxes. If you arrive for check-in with a pet not included on your reservation you run the risk of being denied check-in without refund. Please ensure you clean your site & surrounding area of any pet waste prior to your departure.

### GARBAGE/RECYCLING

All garbage/recycling is to be put in the designated areas, garbage bins, and recycling receptacles located on the Resort Map.

### LAUNDRY

Washer and dryers are available in the on-site laundry room. Please do not attach anything to the trees for drying purposes.

### SMOKING

For your health and enjoyment of all, all accommodations are non-smoking. A \$300 Smoking Fine will be charged to your credit card if you smoke inside accommodations or

facilities. Smoking/vaping/marijuana are allowed on your own sites only and are prohibited in all communal areas unless designated. Cigarette butts must be disposed of in the designated receptacles.

## GOLF CARTS & WATERCRAFT & OFF-ROAD VEHICLES

These types of vehicles are NOT permitted on the property.

## FIREWORKS

Fireworks are not permitted on property.

## POOL

No lifeguard on duty at the pool. Hours and rules are posted at the pool. First Aid equipment is available at the pool.

## PARKING & RESORT ROADS

Each site accommodates a maximum of 2 vehicles. Please obey all posted signs and speed limits. Please watch for children and pedestrians at all times.

## ALCOHOL & GLASS CONTAINERS

Inclusions of glass and glass bottles are only permitted on your site.

## EXCESSIVE WEAR AND TEAR

The person making/paying for vacations are financially responsible for the cost of repairs arising from any damage beyond normal wear and tear including but not limited to carpet/floor stains, interior wall damage, appliance repairs arising from improper use, window and window covering damage, permanent linen stains, dry cleaning costs associated with stains, breakage, theft, and any other damage noted on departure incurred, sustained or brought by any person occupying or using the accommodations.

## AMENITIES & FACILITIES

Please remember that all amenities are on a seasonal, weather dependent schedule and may have limited hours during the Spring and Fall. We reserve the right to close any facilities at our discretion without prior notice.

## PRIVACY & VACATIONING WITH RESPECT

Please be considerate of your fellow neighbours, privacy, and space. Please do not walk-on, nor pass through other sites. We hope you enjoy our resort, and we ask that you treat with respect at all times. Please respect our local culture, wildlife, and seasonal guests. Be mindful of our local bylaws and conservation of our resources. Offensive language and behavior will not be tolerated.

SILVER BIRCHES RV RESORT  
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