



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.

PAYMENT

When booking a Vacation Cottage, a \$500 deposit is required on a credit card. When booking a campsite or Rustic Cabin, a \$100 deposit is required on a credit card. For all reservations, the balance will be processed automatically, 7 days prior to arrival, to the credit card on file. For reservations made within 7 days of arrival, payment must be made in full. All Rustic Cabin reservations will have a refundable \$50 key deposit added. Please note: When booking online, key deposits will be added after your reservation is made, therefore increasing the rate quoted by \$50.

CANCELLATIONS

Nightly or Weekly Stays: No refunds on or after arrival. Cancellations made at least 7 days in advance will be refunded in the form in which it was paid. Deposit will be forfeited for all reservations cancelled less than 7 days prior to your arrival date.

Monthly Stays: No refunds on or after arrival. Cancellations made at least 45 days in advance will be refunded in the form in which it was paid. Deposit will be forfeited for all reservations cancelled less than 45 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

Check-in times* are as follows:

Campground:	12pm
Rustic Cabins:	2pm
Cottage Rentals:	4pm
Luxury Lakefront Cottages:	2pm

Please only have one member of your party check-in.

*Check-In times are subject to change upon arrival.

Check-out times are as follows:

Campground:	11am
Rustic Cabins:	11am
ALL Cottage Rentals:	10am

A full day's rate will apply to all late check-outs.

For Rustic Cabins, keys must be returned to the Welcome Centre by your designated check-out time in order for your key deposit to be refunded.

ACCOMMODATION AMENITIES

ACCOMMODATION & SITE LOCATION

All site numbers are subject to change prior to arrival, unless a site lock fee was paid with your reservation. In the event that a site change is necessary where a lock fee has been paid, you will be notified of such change and the lock fee will be refunded. 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.

SECURITY DEPOSIT - 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 cottage during your stay, or excessive cleaning is required upon your departure.

GENERAL RULES

PERMITTED OCCUPANTS

All reservations have a maximum 6 people including children. Rates are based on 2 adults and 4 children. Additional adults (18+) are an additional \$10+ HST per night. Luxury Waterfront Cottages have a maximum of 4 adults per cottage. If you arrive with more than the permitted number of guests, or have more than the permitted number of guests at the cabin, cottage or campsite at any time, we reserve the right to cancel your reservation and the cost of your accommodation rental will be forfeited.

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.

PETS

Only non-aggressive dogs and/or cats are permitted in the resort. Vacation Cottages: Pets are welcome at pet-friendly designated accommodations. For those guests bringing pets, there is a pet fee of \$69 + 13% HST per reservation. Campground & Rustic Cabins: Pets are welcome at no additional charge.

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 plus HST. 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.

SMOKING

For your health and enjoyment, all accommodations are non-smoking. A \$300 Smoking Fine will be charged to your credit card if you smoke inside the accommodation. You may smoke outside the accommodation but are responsible for picking up and disposing of your cigarette butts.

PARKING

Each rental accommodation and campsite has parking for two cars. Limited overflow parking is available for one extra car per reservation. You will be charged \$15 + 13% HST per day for an additional car.

GUESTS

Only the people registered on your reservation are allowed access to the resort. Additional day visitors are allowed for \$25+ 13% HST for a carload. Each reservation can add up to 2 daily carload guest passes. Carload guest fees do not include waterpark/mini putt access; only access to visit your site and beach is included.

HOUSEKEEPING

With the exception of Luxury Lakefront Cottages, housekeeping service is not provided during your stay. Housekeeping is completed after your check-out. If additional housekeeping is required above and beyond the normal time allotted for each accommodation you will be charged at an hourly rate of \$30 per person + 13% HST for each additional hour of housekeeping required. To avoid excessive cleaning fees please ensure that:

1. Dishes are thoroughly washed, dried and put away
2. Your garbage/recycling is disposed of (refer to the map for designated locations).

EXCESSIVE WEAR AND TEAR

The person making and paying for the rental of accommodation is 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 accommodation.

GOLF CARTS & WATER CRAFT

If you are bringing a golf cart or watercraft, proof of ownership and valid \$1,000,000 liability insurance is required. Please refer to the resort rules for additional terms and conditions regarding golf carts and watercraft.

AMENITIES & FACILITIES

Please remember that all amenities are on a seasonal, weather dependent schedule. The entertainment complex/waterpark, stores and restaurants are on a full schedule throughout July & August, with limited hours during the spring and fall. We reserve the right to close any facilities at our discretion without prior notice.

VACATIONING WITH RESPECT

We hope you enjoy our resort, and we ask that you treat the accommodation or site with respect at all times. Please respect our local culture, wildlife and residents. Be mindful of our local bylaws, speed limits and conservation of our resources. Thank you for vacationing with respect!

PARK/RESORT RULES

All guests and their visitors are required to follow the park/resort rules. A copy of the resort rules is enclosed with your check-in package upon arrival and is also provided with your reservation confirmation.

Check-In Times

VACATION COTTAGE RENTALS

Check-in time is 4pm for all cottages, except our Luxury and Black Diamond Waterfront Cottages, which have a 2pm check-in time. Guests who have purchased an applicable upgrade package will also enjoy a 2pm check-in.

RV/CAMPING/RUSTIC CABINS

All tent sites and all RV sites have a 12pm check-in time. Rustic Cabins have a 2pm check-in time.

Check-Out Times

VACATION COTTAGE RENTALS

There is a 10am check-out time for all Vacation Cottage Rentals.

RV/CAMPING/RUSTIC CABINS

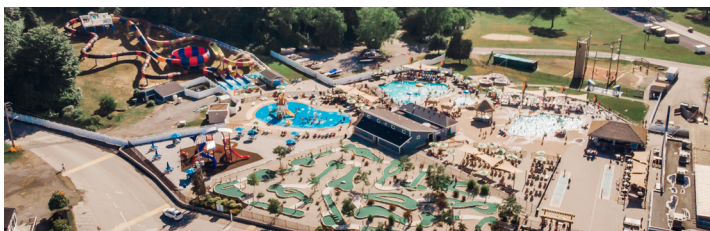
There is an 11am check-out time for all RV/tent sites and cabins.

Just for Fun!

All Vacation Cottage rentals and RV and Camping sites are complete with amenity passes for a family of six maximum. Included is the use of the Family FunPlex (waterslides/pools, mini-golf, arcade, etc) within specified hours.

FACILITIES INCLUDE:

2 swimming pools, 1 hot tub, splash pad and the Mach3 Super Slides, entrance to our Family FunPlex, beach access and all scheduled entertainment. Also included is the use of our outdoor sports courts operating on a first come, first serve basis.



Please remember that all amenities are on a seasonal, weather dependent schedule. The entertainment complex, pools and restaurants are on a full schedule throughout July and August. Limited hours of operation of facilities and services are available in the spring and the fall. We reserve the right to close any facilities due to weather conditions or for Health and Safety reasons without prior notice.

Please note that amenity availability and hours may vary in accordance with government mandates/regulations due to COVID-19.

Please respect the environment! We ask that you place all litter during your visit in its proper place. We are a self catered resort and ask that you place all garbage and recycling in appropriate, available depots before your departure.

Just in Case

If you wish to leave an emergency contact number with a family member or friend, it is 1-877-482-3224. Also leave them your reservation details so a message can be delivered to your Vacation Cottage or RV or camp site.

Pack Your Bags!

These are just a few reminders of things to pack for your stay.

✓ Bath/ beach/dish towels

NOTE: All towels provided in our Luxury Waterfront Cottages; Bath towels provided in our Premium Cottages.

Upgrade! Add one of our upgrade packages to your Standard or Deluxe accommodations to have bath towels included.

✓ Shower and dish soap

✓ Shampoo & Conditioner

✓ Extra toilet paper

✓ Bath mat

✓ Lawn chairs

NOTE: Musokoka chairs & lounge chairs provided in our Luxury Waterfront Cottages.

✓ Extra blankets and pillows

✓ Garbage bags

✓ Radio

✓ Extra paper towels

✓ Charcoal for your BBQ

NOTE: Not applicable for Luxury Waterfront Cottages - propane BBQ provided.

✓ Linens for queen sized beds

NOTE: Linens provided in our Luxury Waterfront and Premium Cottages.

Upgrade! Add one of our upgrade packages to your Standard or Deluxe accommodations to have linens included!

✓ DVD

✓ Coolers/ice (Ice can also be purchased at our on-site SuperMart)

✓ Keurig K-Cups (Only applicable to Premium and Luxury Waterfront Cottages.)

✓ Food and condiments

✓ Salt & Pepper

✓ Marshmallows

✓ Insect repellent

✓ Sunscreen and lotion

✓ Sports equipment

No need to pack...

All of the Vacation Cottages at Sherkston Shores are complete with: fridge, stove, pots and pans, flatware, cooking utensils, minimum 32" flat screen TV & DVD player, pillows, blankets, microwave, toaster, and coffee maker (Premium and Luxury accommodations have Keurig coffee makers.)



2021 Resort Rules

Resort Guests & Visitors

It is our goal at Sherkston Shores to provide services and products which enable all of our guests to enjoy family vacations in a safe, secure and enjoyable environment. These park rules are written in everyone's best interest to achieve that goal. If you are ever in doubt about any issue on the resort please do not hesitate to speak to a member of the resort management team. *Sherkston Shores reserves the right to revise Rules/Terms & Conditions due to mandates/rules/regulations as set forth by government officials due to COVID-19.*

GENERAL RESORT RULES

1. All resort grounds are communal and are the property of Sherkston Shores. The area of usage for a site is generally determined as the side at which the doors open, to the neighbouring site's service post. Resort management reserves the right to clarify any discrepancies. Please do not travel through sites; use designated walk-ways or roads.
2. All motor vehicles including golf carts should not exceed the 15 km/h or 10 m/h speed limit and must observe all traffic signage.
3. Noise is to be kept to an ABSOLUTE MINIMUM between 11 PM and 8 AM by all guests and/or visitors. Excessive noise at any time of day will not be tolerated. Excessive noise shall be defined as any sound that resort management deems to be causing a disturbance to other users of the resort. This rule also is extended to golf carts fitted with stereos. Car stereos should be turned down upon entering the resort and not used to provide music to the site/vacation cottage. Should there be repeat warnings of this offence, guest and/or visitor may incur monetary fines and/or face eviction from the resort.
4. All campfires and barbeques must be properly extinguished before retiring for the evening. Burning of leaves and garden waste is specifically forbidden by local by-laws. In the event that the Fire Department issues a mandatory FIRE BAN, there will be no open flame fires, charcoal BBQs/fire pits, or campfires permitted. Personal fireworks and chinese lanterns are not permitted within the resort.
5. Trash must be disposed of in garbage compounds provided around the resort. In addition, Sherkston Shores operates a full sort recycling policy in conjunction with the Niagara Region and as such, all guests/visitors are required to comply with this policy.
6. Garbage receptacles and cigarette butt-outs are provided for your convenience throughout the resort, please remember to make use of them. Littering is a finable offence (see schedule of fines) and will not be tolerated.
7. All persons using the entertainment facilities must honour the facility rules and any laws governing the operation of the facility. Use of facilities is subject to each person having a valid Amenity Pass/Sherkston wristband.
8. Entitlement to an Amenity Pass/Sherkston wristband is discretionary and may be withdrawn at any time by the resort management. Our entertainment facilities are licensed and as such outside alcohol is prohibited from all licensed areas.
9. Cliff jumping is prohibited in specific posted areas of the resort. These areas are clearly marked and signage must be followed.
10. Small sleeping tents are allowed from time to time and only with the approval from resort management, and only allowed between the hours of 8pm to 8am. This rule is not applicable for designated campground sites.
11. All persons found on the property without granted access will be removed immediately.
12. Anyone who is 18 years of age and under must be on their site 11pm-8am unless accompanied by a parent or guardian over the age of 25.

BEACHES

1. Motor vehicles are strictly prohibited on all Sherkston Shores beaches (with the exception of golf carts). A launch area is provided at the entrance of Wyldewood Beach.. Watercraft carriers are to be removed after launching and must be stored/parked in designated resort areas, not in communal areas.
2. Beach access is permitted by foot traffic and golf carts only.
3. For the safety of fellow beach goers, campfires and charcoal barbeques are prohibited on all of our beaches. Propane BBQs are permitted; please clean up after yourself.

2021 Resort Rules

Resort Guests & Visitors

4. Golf cart stereos, hand held speakers and any other audio devices are to be kept within the 60-65 decibel range (= telephone ringing within 2m range).
5. Enjoyment of our beaches is for all of our guests, understanding it is a first come first serve basis.
6. Glass bottles or containers are not permitted on any of our beaches.
7. Any drunken/intoxicated or disorderly behaviour and illegal activity including the use of illegal drugs will be reported to the police and will result in eviction from the resort.
8. Due to limited beach space, volleyball games are to be played in the designated areas provided by resort management.
9. All beaches within Sherkston Shores are "Swim at your Own Risk" and are not monitored by lifeguards. Please pay attention to all advisories/regulations of the beaches as posted at each beach entrance.

PETS

1. The dog beach located at the far end of Elco beach near the Sherkston property boundaries has no time restrictions, however, rules of the Dog Beach are posted and must be adhered to. Dogs are not permitted on the remaining beach areas between the hours of 10am and 6pm. Designated dog parks should be used for off leash activities located near the soccer field and near the campground. Be a responsible pet owner and remember to pick up after your pet.
2. No animals, other than dogs and cats, may occupy park models/RVs without written permission of the resort management. Dogs must be kept on a leash at all times and should not foul the public areas of the resort. The resort management reserves the right to identify a dog as dangerous when the dog behaves in a manner that poses a menace to the safety of persons or other dogs and/or bites or attacks any person or dog within the resort. No dangerous dogs should be kept at the resort and any dogs deemed to be a danger by the resort management, must be removed.

GOLF CARTS

1. All Golf Carts entering the resort must be personally owned by the guest and proof of ownership must be provided. Rentals are only permitted through Birdie Golf Carts.
2. All golf carts must be registered and valid proof of \$1,000,000 public liability insurance must be provided.
3. All golf carts must be electric, with fully operating headlights and taillights. They must be in use from dusk to dawn.
4. All golf cart operators must have attained the age of 25 (twenty-five) -OR- have a valid Class G2 drivers licence. Birth certificates are NOT acceptable. Any persons found driving under the age of 25 (twenty-five) or without a valid Class G2 driver's licence will be fined (see Schedule of Fines). Repeat offenders will be issued a trespass notice, preventing entrance to the resort for a minimum of one year as well as the removal of the golf cart from the owners property.
5. Drivers of rented golf carts must have attained the age of 25 AND have a valid G2 driver's licence. Additional rules will apply from Birdie Golf Carts; they must be followed at all times.
6. Glass bottles or containers are not permitted on golf carts.
7. Golf carts are classed as a Motor Vehicle under the Ontario Highway Traffic Act (a copy of the Act is available in the Welcome Centre) and are subject to the Criminal Code of Canada. This means stopping at stop signs and obeying one way streets and no-entry signs. Open alcohol is not permitted on golf carts, anyone driving a golf cart while intoxicated will lose the privilege of having a golf cart on property. All motor vehicles including golf carts shall not exceed the 15 km/h or 10mph speed limit.
8. The safety and security of all guests, especially children, should be considered at all times during the operation of golf carts. Driving with a child in your lap or with a passenger standing is potentially dangerous and is prohibited. Such occurrences will result in fines (see Schedule of Fines).



2021 Resort Rules

Resort Guests & Visitors

9. The number of people on a golf cart is determined by the number of seats available on the cart. Standing up is not permitted. Every person must have a proper seat.

MOTOR VEHICLES & WATERCRAFT

1. All watercrafts must be registered and valid proof of \$1,000,000 public liability insurance must be provided.
2. Each site is allotted parking for no more than two vehicles. Additional motor vehicles, boats, jet skis, watercraft and their related trailers, as well as utility trailers must be parked in other designated parking and must be registered with Welcome Centre. Parking is not permitted between or next to sites.
3. ATV's, UTV's, or other such gas powered vehicles are NOT permitted on the resort. Low riding electric vehicles such as smartbikes and hover seats require marker flags.
4. People using motor bikes should have their bikes parked during their stay and not use them for leisure tours of the resort. Helmets are required in accordance with the Highway Traffic Act.
5. Absolutely no parking of trailers, watercraft or vehicles on communal areas of the park i.e. Elcan Highway, Hillside Boulevard or any other open area. Should you require an area to park, please use your allotted parking spaces located at your site or rental cottage.
6. Youth under 16 years of age may not operate a personal watercraft (PWC) under any circumstances in the Province of Ontario.
7. Swimming buoys are placed in the water to mark the perimeter of a swimming area and all watercraft must not enter and keep a safe distance from such at all times for the safety of swimmers.

OPEN FIRE SAFETY

Open Air Burning means any fire, including a fire in a smoldering state, taking place outdoors.

- Check wind direction before you light a fire.
- Don't use flammable fluids (gasoline, lighter fluid, etc.) to light or relight fires.
- Don't wear flammable clothing (like nylon) or any loose-fitting clothing.
- Avoid using soft woods like pine or cedar, because they can "pop" and throw sparks.
- Make sure to keep children and pets at least 3 feet away from the fire.
- Make sure the open air burning is a minimum of 10 feet from combustibles.
- Make sure the fire pit is at least 6 inches deep and 2 feet diameter to keep embers and flames contained.
- All fires in your fire pit must be kept to a reasonable size; 1 meter high and wide.
- Never leave children or pets unattended near a fire pit
- Always have a means of extinguishing the fire on hand at all times while the fire is burning. Easy options are your watering hose and a bucket of water or sand.
- All fires in your fire pit must be continually supervised.

Extinguish with water: drown it and stir it to make sure it's fully extinguished.

FINES

Please find all information regarding fines enclosed.

TERMS AND CONDITIONS

The Resort Management reserves the right to make additions or deletions to these Rules from time to time as it considers necessary for the general safety or proper and efficient management of the resort.

In the event of behavior likely to cause offence or damage to any other user of the Resort or the facilities, the Resort Management reserves the right to remove any offenders and/or the owner(s) from the Resort without warning.

CAUSE FOR TERMINATION OF RESERVATION/RENTAL PERIOD

Where the behavior of the guest and/or visitor is so unreasonable as to cause other occupiers of the resort to be deprived of the enjoyment of their vacation cottage/campsite, early termination of the reservation/rental period may be given by the Resort Management.



2021 Resort Rules

Overnight Guests & Visitors - Schedule of Fines

All guests must abide to terms and conditions set out within the Terms and Conditions and are responsible for the actions of not only themselves, but assume responsibility of all guests. Below outlines fine infractions and fine amounts for punishable offenses but not limited to.

All fines will be billed directly guests account and will be billed directly to credit card on file.

INFRACTION	FINE
DISOBEYING CURFEW	\$50.00
UNDER AGE GOLF CART DRIVERS	\$200.00
ILLEGAL PARKING IN UNAUTHORIZED SPACES	\$50.00
EXCESSIVE NOISE	\$150.00
POSSESSION OF OPEN ALCOHOL IN PUBLIC	\$100.00
EXCESSIVE USE OF VULGAR LANGUAGE IN PUBLIC	\$100.00
UN-REGISTERED GOLF CART	\$50.00
PUBLIC USE OF GLASS BOTTLES & CONTAINERS	\$150.00
FAILURE TO PICK UP AFTER PET	\$50.00
PET OFF LEASH	\$50.00
LITTERING	\$50.00
VIOLATION OF RENTAL POLICIES	\$150.00
DISOBEYING RESORT ROAD SIGNS	\$50.00
DISOBEYING GOLF CART RULES	\$50.00
UNSAFE DRIVING	\$50.00
CLIFF JUMPING/DIVING	\$50.00
ILLEGAL DUMPING	\$200.00
WORK PERFORMED WITHOUT AUTHORIZED WORK PERMIT	\$200.00
DISOBEY FIREBAN	\$100.00
FAILURE TO EXTINGUISH/MONITOR FIRE	\$100.00
USE OF FIREWORKS/CHINESE LANTERNS	\$50.00