

Lakehouse on Fox Terms & Conditions 2024

All are found at foxlakehouse.ca

The purpose of our policy is to clearly communicate our guidelines and consistent practices to the most common situations. If, after reading any of our policies, you have additional questions or issues, email us at bookings@foxlakehouse.ca.

Our Terms & Conditions are updated as and when required and only by the Owners. Be advised that abusive language, hostile behaviour, and harassment, whether in person or online, towards any owner of Lakehouse on Fox or its online platforms will not be tolerated and will result in cancellation of reservations without refund, removal from the property, and refusal of future booking requests at the owners' discretion.

Upon reading our Terms & Conditions, guests are required to email confirmation and sign our Liability Waiver before a reservation will be confirmed.

Booking

We have several booking choices for our customers: [Airbnb](#), [Cottages in Canada](#), and direct booking via our website contact bookings@foxlakehouse.ca. Each booking system has slightly different functions, most notably, you will be charged extra fees on the booking platforms. We have endeavored to align our Cancellation policy across the three platforms and the Cleaning Fee remains the same regardless of which booking system is used.

Before booking and paying a deposit, customers must read and agree to our Terms & Conditions and sign our Acknowledgment of Risk and Release of Liability. Once we have received the email acknowledgement, we will complete your reservation and take a deposit.

Reservations

A reservation is simply stated, the contract for service, in this case short-term accommodation, between yourself, the guest, and us, the owners of Lakehouse on Fox.

Changes to a reservation, such as changing dates, are subject to availability, as per our cancellation windows, only with advance notice, and are at the discretion of the owners. Change requests are made by [email](#). Please provide your alternate dates, based on the calendar availability, and we'll change your booking, if possible, *within the current calendar*. Your deposit/payment will stay with the reservation. There is a \$40 admin fee for changes. Please remember our booking minimums, we will not reduce bookings below the minimum nightly stay.

Deposit/ Payment Carryover: we do not carry over reservations into future years.

Reservation Transfers: we will only transfer reservations to other people under certain circumstances, on a case-by-case basis, at our discretion, *and when there is advance email communication between the reservation holder and ourselves*.

Deposits & Payments

At the time of direct booking, a 30% deposit is required. At 30 days before your arrival date, the full remaining balance is due. For reservations booked directly with the owners, payments are made by e-transfer only.

If booking on Airbnb or Cottages in Canada, guests must read their policies.

Reservation Cancellations

We understand that cancellations sometimes occur, please email your need to cancel with as much notice as possible. As we have 3 booking options and it's not possible to make every refund policy exactly the same, please be aware of the following:

- Owner Direct Booking Refund Policy
 - 100% refund 60 days before check-in.
 - 50% refund 30 days before check-in.
 - Cancellations made with less than 30 days to check-in
 - Refunds are issued by e-transfer only.
- Cottages in Canada Refund Policy [Moderate]
 - 100% refund 60 days before check-in.
 - 50% refund 30 days before check-in.
 - Refunds are issued via the original payment method.
 - See our Cottages in Canada and their Policies for more information.
- Airbnb Refund Policy [Firm & Non-Refundable]
 - Firm: 100% refund 30 days before check-in.
 - If choosing Non-Refundable Policy: Guest pays 10% less in exchange for a reduced refund if they cancel. This policy is available up until 14 days before check-in.
 - Refunds are issued via the original payment method.
 - See our Airbnb listing and their Policies for more information.

What happens after you cancel a reservation?

Irrespective of whether you cancel before or after payments have been made, once you've communicated a cancellation, we will cancel your reservation. Once cancelled, your booking will return to the system and be available to be rebooked.

We understand that when the unexpected happens there is sometimes uncertainty around making a cancellation. We encourage customers to be forthright in their communications with us, to establish if they are indeed cancelling. We are running a business, and our goal is to minimize the gray area by providing fair & transparent policies. We strongly suggest that you email us if you cannot check in on your arrival date. You will *de facto* be considered to have cancelled if you do not communicate with us and do not arrive by noon on the second day of your reservation. Your reservation will be cancelled and returned to the booking system to be available for re-booking.

Let's get specific about when serious, unexpected situations arise:

- We do not provide refunds for customer situations including, but not limited to, vehicle breakdown, fire, natural/weather disasters, road closures, flight delay/cancellation, personal illness/ injury, or planned/emergency surgeries.
- We do not provide refunds due to smoky air, poor weather, unexpected power outage, campfire bans, or other situations at Lakehouse on Fox.
- Pandemic Refunds: we are not currently in a Pandemic situation and thus, we do not provide refunds for COVID-19 or other viruses.
- Wildfire Refunds: refunds due to wildfire will **ONLY** be issued if Lakehouse on Fox is under **Civil Order to Evacuate** during a specific timeframe. We do not issue wildfire refunds for reservations outside of a Civil Order or if the Lakehouse on Fox is under 'Alert' Status. We do not issue refunds if customers are under Alert or Evacuation Order at their homes. We do not issue refunds if travel restrictions do not apply to Lakehouse on Fox directly.
- If there is an unexpected disaster which forces the closure of Lakehouse on Fox, the owners reserve the right to cancel reservations as necessary and to determine a refund.

Trip Cancellation Insurance

We strongly encourage customers to pay with a credit card (Airbnb & Cottages in Canada) that has trip cancellation insurance and/or look into whether a separate trip insurance policy is right for you or not if booking directly. It will not cover every situation and is expensive, so it's important to understand the Covered Risks of every unique policy.