



### **Booking and Cancellation Policy**

A 25% non-refundable deposit, per person, is due upon booking. This deposit is refundable only if cancellations are made more than one year prior to arrival. In this case only, there will be an administrative fee of \$100 per seat cancelled. In all other cases, the **deposit is non-refundable** per seat cancelled.

**Full payment is due 120 days prior to arrival date.** Cancellations made within 120 days of arrival are 100% non-refundable. If final payment has not been received by the 120 day deadline, Island Lake reserves the right to cancel the booking **without notice** and resell the space.

**There will be no exceptions to this policy.** Island Lake strongly recommends guests purchase **Visitors to Canada Medical and/or Trip Cancellation/Interruption insurance now available.** Please ask the office for details at the time you book your trip.

In the event that you are unable to attend a tour with us you may choose to fill your spot with another guest at no cost. We ask that the office be informed of the name change within 48 hours of the start of the tour.

Island Lake Resort Group Inc, reserves the right to cancel tours at any time without notice. Under no circumstances is the company responsible for the clients inconvenience or travel expenses.

### **Late Arrival and Early Departures**

Island Lake Lodge is located 10 km up the Lizard Range and is only accessible by snow cat. Check in at the guest parking lot is **5:30 pm** and the cats depart at **6pm** the first day of your tour. If you cannot be in the parking lot at 6pm you will be required to spend the night in Fernie and meet at 7am in the morning.

On the day of departure, the snow cats leave the lodge at **5:00pm**, arriving back at the guest parking lot by 5:45pm.

**If we need to make alternate arrangements for late arrivals or to bring guests out earlier than the stated departure times, late arrival and early departure fees are \$150 per person. No exceptions will be made.**

Island Lake recommends that guests come into Fernie a day before the pickup date and ski one day at the Fernie Alpine Resort. It is a fabulous mountain and a good warm up to the Island Lake experience. This would insure that making the pick-up on time would not pose a problem due to flight or weather delays.

### **Booking Procedures**

Returning guests will have the opportunity to book their same tour for the following season for 30 days after departure. After 30 days the seats will be available to the general public. Available tours and opening booking dates and advertised on our website. Many guests wish to know which month they should book in. Island Lake Lodge gets great snow from December to April.