

# **TERMS AND CONDITIONS**

*Wander West Ventures Ltd dba Hidden Acres Farm & Treehouse Resort*

*(As of July 1st 2021)*

## **RESERVATION POLICY:**

All cabin reservations must be confirmed with full payment at the time of booking.  
25% of your total charge is NON-REFUNDABLE.

## **MINIMUM AGE:**

You must be at least 21 years old and hold a valid credit card in your name in order to make a reservation and stay in a cabin. A cabin may *not* be reserved for anyone under the age of 21.

## **OCCUPANCY:**

Prices are based on double occupancy. Charges apply to additional guests 15 years old and up, as well as all pets. There is no charge for children under the age of 14. Maximum number of guests including children and pets is 5.

Cabins can accommodate up to 4 adults or 2 adults and 3 children or 3 adults and 2 pets or any combination to a maximum of 5 guests, using existing bedding. Though technically we allow up to 5 guests per cabin, we do not recommend more than 4 adults in a cabin and suggest only 3 to ensure a comfortable stay.

## **CANCELLATION POLICY:**

For cancellations made less than 14 days before date of check in, there is no refund.  
For cancellations made 14 days or more before date of check in, 75% refund.  
25% of your total charge is non-refundable.

## **DATE CHANGE REQUESTS:**

Date change requests are accepted up to 14 days before check in date. No changes or cancellations within 14 days of check in date. If date request can not be accommodated you may be issued a credit to be used within 1 year (12 months), after which time your credit will expire.

Early check out dates are not eligible for a refund. Any modifications to a reservation must be made in writing at least 14 days before check in date.

## **CHECK IN/CHECK OUT:**

Check in time starts at 4pm and ends at 9pm, when our office closes. If you plan to arrive past 9pm please let us know and we will arrange to have your cabin opened when you arrive.

Check out time is 11am. Later check out times may be possible if arranged ahead of time. Extra charges will apply if a late check out occurs without prior approval.

## **SMOKING/ALCOHOL/DRUG USE/VIOLENCE:**

Smoking of tobacco and cannabis is strictly prohibited in all indoor spaces. Any guest smoking or vaping any substance in any indoor space will be fined \$200 and may be asked to leave. Smoking is allowed at designated areas outdoors only (including cannabis).

Alcohol is permitted indoors but may not be consumed outdoors due to provincial regulations.

Drug use and violence is strictly prohibited and is grounds for immediate removal of guests with no refund.

Parties are not permitted on the property unless it is a special event rental, in which case separate policies, terms and conditions apply. Please enquire.

**CHILDREN:**

Children are welcome but must be supervised at all times. Wild animals including Bear, Coyote, Fox, Moose etc, as well as swampy areas and the river, and other unforeseen dangers all pose serious safety issues. Children should never be unsupervised indoors or out.

**PETS:**

Pets are welcome for a fee of \$25 per pet per night. Maximum number of pets per cabin is 2. Pets must be supervised inside the cabin unless left in a secure kennel. Pets must be ON LEASH at all times while outdoors to ensure the safety and comfort of all of our guests. Any aggressive behaviour or excessive barking will result in prompt removal of the animal. We do not provide bags but removal of pet waste is required.

**GUEST AMENITIES AND SUPPLIES:**

Upon check in your cabin will be stocked with a supply of bed, bath and kitchen linens which can be refreshed upon request. Toilet paper, shampoo/conditioner and shower gel, paper towel, dish and hand soap, coffee, tea and sugar are provided in an amount to last approximately 2 days.

Wifi is available free of charge to all of our guests and works both inside the cabins as well as in the communal area outside.

There is a seasonal nature trail and beach on the property that guests may use at their own risk.

Gazebo, picnic benches, a large shared fire pit and 2 BBQ's are available for guest use.

Indoor venue onsite (The Barn) available to rent for group gatherings and social events.

**HOUSEKEEPING:**

Your cabin will be clean and ready for your arrival. We do not offer daily housekeeping or restocking of toiletries or coffee/tea/sugar. You are provided with a complimentary amount for approximately a 2 day stay. A convenience store or supermarket can be found a short drive or 10 minute walk from your cabin to stock up for longer stays. There are no laundry facilities for guests on site but a laundromat is located 5 minutes away in Terrace. Directions can be provided upon request.

**RIGHTS RESERVED:**

Hidden Acres Farm & Treehouse Resort reserves the right to refuse or cancel a reservation, at any time, with or without prior notice if there has been a breach of these terms and conditions, in which there would be no refund. If a cancellation occurs for a reason other than a breach in terms and conditions such as a Force Majeure Event (see below) a full credit to be used within 12 months or 75% refund will be issued.

**FORCE MAJEURE:**

“Force Majeure Event” means acts of God, flood, fire, earthquake, tsunami, epidemics or pandemics, war or hostilities, terrorist threats or attacks, riots or civil unrest, government order or law, national or regional emergency, labour stoppages or other similar event beyond the reasonable control of Hidden Acres Farm and Treehouse Resort or the guest.

In the event of Force Majeure which prevents the fulfillment of a reservation by Hidden Acres Farm & Treehouse Resort, or prevents the guest from attending their reservation, a full credit amount will be issued to be used within 12 months of the end date of “Force Majeur Event” or a 75% refund may be issued instead. Hidden Acres Farm & Treehouse Resort will not be liable to the guest for any other expenses incurred/lost due to the cancellation of the reservation.

**LIABILITY:**

Hidden Acres Farm & Treehouse Resort is a 90 acre property, place of business and a working farm. There are tripping hazards, wild animals, holes, falling branches, vehicles, heavy equipment, river, swamp and other risks year round. Hidden Acres Farm & Treehouse Resort can not and will not be held responsible for any damages, injuries, loss or death that occur to our guests or visitors to the property.

By making a reservation at Hidden Acres Farm & Treehouse Resort, you agree to these terms and conditions.