



Bella Coola Grizzly Tours & Adventure Resort Policies 2021 /2022

- Credit card details along with a deposit are required to secure any cabin or tour reservation. The deposit required to secure any cabin reservation will be equal to the rate of the first night's stay.
- Any cabin reservation that is cancelled 30 days or more prior to the check in date will have no charge.
- Any cabin reservation that is cancelled less than 30 days prior to the check in date: the deposit cannot be refunded.
- Any cabin reservation that is cancelled 7 days or less prior to the check in date of the reservation (or in the case of a no-show) The full amount of the reservation will be charged.
- The cancellation policy includes early check-outs. There will be no refund for early check-outs. Adding nights to a cabin booking is subject to availability.
- Given we live in a remote wilderness area and mother nature occasionally creates challenges which dictates our access to Bella Coola Grizzly Tours Resort we have natural considerations to be concerned with that is neither the fault of the accommodator/ service provide or the guest. Any event that limits/ restricts your access to Bella Coola including but not limited to Weather, Forest Fire, Medical, Health, Landslide, Flood, Road washout, Cancelled Flights, Cancelled sailings, Pandemic or another event out of our or your control which restricts/ disallows you to follow through on your booked reservation with Bella Coola Grizzly Tours; within 30 days prior of your arrival date but not within the 7 day prior to your reservation where you will be charged for your reservation in full. In this scenario; where neither the accommodator nor the guest is at fault; a credit in the amount of your deposit (1 night stay) will be applied to your reservation, if you request a refund of your deposit; a refund will be provided less an administration/ credit card processing fee of \$65.00.
- Our Tours generally meet minimums required to depart and we do our best to fill them, but Tours are not guaranteed and are always subject to availability, weather and required minimums.
- Please advice at time of booking if you have a pet, as there is a minimum of \$40 pet fee per pet for the duration of your stay. Pets are not permitted on any of our Tours. No pets are allowed upstairs, on beds or furniture. If evidence of pets are left on beds/ furniture an additional cleaning fee will be applied to your credit card. All pets must never be left unattended in cabins or vehicles. Owners must clean up after their pets bathroom breaks. If your pet is unfriendly with other animals it must be on leash at all times when outside of the cabin. Any damage by pets to cabin, property or to other pets will be charged to your credit card.
- There is a residence at the WEST driveway with young children and dogs; we ask you to maintain a resort Speed limit of 5 km/hr which is strictly enforced. We ask after check in you use only the driveway to the EAST for your coming and going.
- We welcome our guests to use the Log Gazebo, if you wish to host a gathering with more than those staying in your cabin; there is a \$150.00 rental fee. Out of respect for other guests there is a 10pm curfew in the Gazebo. Any damages to the Gazebo, cabins or contents will be charged to the credit card on file, as well a fee will be charged for any excessive dirty dishes left after check out.
- Kitchens are not intended for use by commercial purposes. Cabin renters will not be permitted to set up a tent camp to house more people, unless previous arrangements have been made with the owner.
- Under NO circumstances is there to be seafood of any kind processed in the cabins. We kindly ask that all Seafood, shellfish or any fresh or saltwater fish be processed off the property of Bella Coola Grizzly Tours & Resort. We further request all shellfish be cooked / eaten in the Gazebo where it can be cleaned up and disposed of. In the event this policy is not followed there will be an additional cleaning fee and/or a damage fee applied to your credit card on file. If you require freezer space for your catch please let us know and we can place it in our deep freeze for the duration of your stay.

Thank you for your co-operation, we look forward to accommodating you and providing our services.

Leonard Ellis
Owner/Operator