



# 2018 Terms & Conditions

Be informed and enjoy your vacation. Please read the Terms & Conditions carefully. You will be required to sign a form indicating your understanding upon arrival.

## 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. On all reservations, the balance is due 28 days prior to your arrival. For reservations made within 28 days of arrival, payment must be made in full. All Vacation Cottage and 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

If you need to cancel your reservation, please call us at 1-877-482-3224. We will be happy to offer a refund minus a \$50 cancellation fee, as long as you give a minimum of 28 days notice. If you cancel within 28 days of your arrival, a voucher will be provided for the full amount paid to be used towards another vacation. No refunds or vouchers will be offered within 14 days of your arrival.

## 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-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 **Vacation Cottages and 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

Vacation Cottage and campsite numbers are on a request only basis and are subject to availability at the time of check-in. We are unable to guarantee specific site numbers and/or cottage layouts. No refunds/discounts will be issued in due to site/cottage number changes.

## SECURITY DEPOSIT – VACATION COTTAGES

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 required upon your departure.

## GENERAL RULES PERMITTED OCCUPANTS

All reservations have a maximum of 6 people including children. 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 plus 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 is disposed of (please refer to the resort map for garbage/recycling receptacle 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

Are you bringing in a golf cart or watercraft? (yes / no)

If yes: 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.

## ACCEPTANCE OF POLICIES

By proceeding with a reservation at Sherkston Shores, you are acknowledging that you have read, understood and accept the terms and conditions, and that you agree to pay the reservation costs and any associated fees.

This agreement signed the \_\_\_\_\_ day of \_\_\_\_\_, 2018

Site #: \_\_\_\_\_

Printed name of Sherkston Guest [x] \_\_\_\_\_

Signature of Sherkston Guest [x] \_\_\_\_\_

1.877.48BEACH  
1.877.482.3224  
www.sherkston.com



# 2018 Helpful Tips for your Stay

Thank you for booking your stay here at Sherkston Shores. You and your family will have an amazing time. Below is some helpful information when preparing for your vacation.

## 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 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 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: Bath & beach towels provided in our Luxury Waterfront Cottages; Bath towels provided in our Premium Cottages.

- ✓ Shower and dish soap
- ✓ Shampoo & Conditioner
- ✓ Toilet paper
- ✓ Bath mat
- ✓ Lawn chairs

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

- ✓ Extra blankets and pillows
- ✓ Garbage bags
- ✓ Radio
- ✓ 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.

- ✓ DVD movies
- ✓ 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
- ✓ 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 (Keurig coffee makers included in Premium and Luxury Waterfront Cottages).

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[www.sherkston.com](http://www.sherkston.com)