

The health, welfare and safety of our guests, employees and hoteliers is paramount at Kootenay Park Lodge. The COVID-19 health crisis has had a tremendous impact on families, communities and businesses around the world. We understand that your travel plans may have been affected by the rapidly changing information on travel restrictions and event cancellations. With your safety and satisfaction at the heart of Kootenay Park Lodge, we are working diligently to support you during this challenging time.

### **Reservation & Cancellation Policy**

Effective Date: 2022-01-01

As we continue to monitor the impact of COVID-19, the Kootenay Park Lodge cancellation policy is as follows:

The Policy applies to any reservation for a future arrival date.

Credit Card guarantee is required at time of booking.

Pull payment is taken at arrival.

Cancellation fee applies if all or any part of the reservation is canceled, either before arrival date or during the stay.

NO SHOWS and early departures are regarded as a cancellation and the hotel will charge a full penalty.

Applies to all booking channels.

A more restrictive cancellation policy may apply to a limited number of high-demand dates at individual hotels.

Reservations booked through Expedia Group booking partners are non-refundable.

Reservations booked directly through [www.kootenayparklodge.com](http://www.kootenayparklodge.com) or [www.kootenayparklodge.com](http://www.kootenayparklodge.com) are fully refundable with 2 weeks notice, subject to a \$40 administration fee.

Hotels will waive all fees associated with the cancellation of the booking.

Cancellations made between 2 weeks and 48 hours of arrival will be charged 50% of the total reservation amount

Refunds will not be issued with less than 48 hours notice.

Reservations cancelled by either party due to unforeseen natural events out of our control, including but not limited to highway closures( Only Banff-Windermere Hwy, Hwy between Kootenay to Banff vice versa), wildfires, floods, and avalanche will be refunded.

Non-refundable