

**LONDON ENTERPRISES LIMITED operating as SONORA RESORT (“Sonora”)**  
**Terms & Conditions of Booking**

**THESE TERMS & CONDITIONS APPLY UPON RECEIPT BY SONORA OF DEPOSIT FROM GUEST IN ACCORDANCE WITH INVOICE.**

**Reservation Policy**

Reservations must be confirmed with a **non-refundable** 35% deposit. Sonora may, where circumstances allow, hold unconfirmed reservations for up to one week, where such reservations are at least 90 days prior to scheduled arrival.

**Payment**

Balance is due 60 days before scheduled arrival, after which it is **non-refundable**. In exceptional circumstances and in its sole discretion, Sonora may consider requests to provide alternate dates to guests. We accept payment by credit card or corporate cheque. Sonora accepts Visa, MasterCard and American Express. Cheques should be made payable to London Enterprises Limited. Unless otherwise stated, all monetary amounts referred to in Sonora invoices and in these terms & conditions of booking are in Canadian Dollars and are exclusive of applicable taxes.

**Cancellation Policy**

The deposit of 35% is non-refundable. Payments made in excess of 35% are refundable upon written notice of cancellation from client **not less than 60 days prior to scheduled arrival**. We strongly recommend that all resort guests purchase travel insurance. A short resort season prevents us from making exceptions to our 60-day cancellation policy. Should you or your travel agent require a referral, we are happy to recommend an underwriter. For further information on Sonora’s travel insurance packages, please enquire at the time of booking.

**Taxes, Fees and Surcharges**

Guests are responsible for all applicable taxes, fees and surcharges payable in respect of each booking. These taxes include the Harmonized Sales Tax (HST) of 12%, a Carbon Surcharge of \$21.61 per person per day plus HST and, with the rising cost of fuel, an additional fuel surcharge may apply for seaplane and water taxi transportation, fishing boats and eco tours. There is also a supplementary conservation fee of CDN \$20 per person per day plus HST that will be added to each booking. The conservation fee is used to improve and support local resources and the surrounding environment. All taxes, fees and surcharges are subject to change without prior notice.

Visitors from outside Canada may be eligible to receive a partial HST rebate (currently 50%) on their invoice. Please Note: Your HST rebate may be revised or reversed if necessary to be consistent with any legislation in force from time to time.

**Amounts Included in Booking**

All our customized packages are sold for a single all-inclusive price. Unless otherwise stated in your reservation, the following are NOT included in the standard booking price: Gratuities, Spa Services and purchases, Special Charters and Activities, Gift Shop purchases, Vintage Wine Cellar selections and any other services, items and amenities not expressly stated in your reservation contract.

For guests making their own seaplane travel arrangements, a docking charge of \$125.00 per plane per docking will be added to the bill upon checkout.

**Use of Amenities**

All facilities and amenities at Sonora must be used in accordance with Sonora’s rules and regulations concerning use and hours of operation.

To the extent any guest within your group uses a resort vehicle provided as a courtesy by Sonora, Sonora fully disclaims all liability for any injury or damage to person or property which directly or indirectly results from the use of such vehicle, regardless of the cause (including negligence), and you will fully indemnify Sonora for any damage, liability or claims that result therefrom. This includes, but is not limited to, any accidents which occur if a guest drives a resort vehicle while intoxicated. **Under no circumstance should any guest drive a resort vehicle if they have consumed any alcohol - Sonora staff are available to transport any guest within resort property who has consumed alcohol.**

### **Damage to Sonora Property**

Artwork, furniture and other property of significant value (“Property”) are located throughout Sonora and should be treated by all guests with care. You agree to reimburse Sonora for the full cost of any damage to Property caused, accidentally or otherwise, by any guest within your group at Sonora. You hereby authorize Sonora to charge the replacement value or, if Sonora determines it is applicable, the repair cost, for any such damaged Property to your credit card without having to obtain any further authorization from you; alternatively, at Sonora’s option, you will pay this amount to Sonora within seven (7) days of demand for same.

### **Check-in/Check-out Times**

If we have arranged for your transportation to and from Sonora, your check-in/check-out times will be based on those arrangements. Normally, all our scheduled flights depart for Sonora from Esso Avitat (South Terminal) for helicopters at 2:30 pm and from the Seair Terminal for seaplanes (South Terminal) at 3:00 or 3:30 pm, the flight takes approximately 45 – 50 minutes. Return flights usually arrive back into Vancouver by 5:15 pm. **Note: flights have a 25 lb per person luggage restriction.**

For guests making their own travel arrangements, normal check-in is on or after 3:00 pm and check-out is by 4:00 pm, unless other arrangements have been made in advance with Sonora. Additional charges may apply if these times are not complied with.

### **Waiver**

Because of the nature of the activities in which our guests commonly participate during their stay at Sonora, all guests are required to sign a waiver of liability prior to their transportation to or arrival at Sonora. A copy of this waiver is attached to these terms and conditions of booking. Please return a copy of such waiver executed by each guest in your party with your deposit or full payment.

### **Reservation/Schedule Changes**

Every effort will be made to comply with all the specifications, details and schedules which apply to a confirmed booking. However, circumstances may arise which require that certain events, plans, details, specifications or schedules be revised or cancelled in respect of a booking or the travel arrangements, planned activities or charters in connection with a booking. Sonora reserves the right to make such revisions or cancellations as may be reasonably required without prior notice and accepts no liability of any nature in connection with same.

### **Rights Reserved**

Sonora reserves the right in its sole discretion to refuse to accept a reservation or to cancel any reservation made, whether confirmed or not, at any time and without prior notice. In the event Sonora cancels a reservation for a reason other than a breach of these terms & conditions of booking, Sonora will provide a full refund of all amounts paid (including deposit).

### **Health and Safety**

Smoking policy in the rooms - \$500.00 fine to any guests smoking in the rooms – this will be added to the bill on check-out.

### **Children**

Children and families are welcome at Sonora and we offer a discounted rate to children who share a room with their parents or stay in their own room. Due to the remote, exclusive nature of Sonora and the activities we offer, the Resort is best suited to children aged 12 or older. Additionally, there are certain activities off the Resort where children under the age of 8 would not be permitted. We also ask that children under the age of 12 be under adult supervision at all times and that parents be responsible for the whereabouts and respectful behaviour of their children during their stay. Babysitting services are available with prior notice.

### **Suggested Gratuities**

Gratuities are of course at the discretion of our guests, but our guests often appreciate receiving suggested gratuity guidelines as follows:

- Hotel Staff - \$45.00 per person per day (includes all hotel staff gratuities)
- Guides - \$45.00 per person per day
- Spa – 20% of Invoice before taxes