



Island Lake Catskiing

Booking and Cancellation Policy Terms & Conditions

By making a reservation with Island Lake Lodge, you are agreeing, on behalf of yourself and all other individuals that you book for, to be bound by these Terms & Conditions. You further agree that you are acting as an agent for such other individuals and these Terms & Conditions shall apply to them.

Island Lake Lodge strives to provide an exceptional skiing experience while prioritizing the safety and satisfaction of our guests. All guests must be aware of and willingly assume the risks associated with Catskiing. For more information, please visit our **safety page**.

Waiver Required

All participants must review and agree to Island Lake Lodge's Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (the "Waiver") as a condition of staying at Island Lake Lodge and participating in catskiing. If the Waiver is not completed, the individual will not be permitted to participate. The form of the [Waiver](#) can be reviewed here.

- By signing the Waiver, you waive your legal rights to sue or claim compensation following an accident. **READ THE WAIVER CAREFULLY PRIOR TO PAYING YOUR DEPOSIT!**
- The Waiver will apply to all your trips and activities at Island Lake Lodge for a period of 12 months from the date you sign it.
- Each adult must complete their own waiver.
- If you are booking for others, it is your responsibility to ensure you inform them of this waiver requirement and the terms of the Waiver.
- This waiver requirement applies to all participants, regardless of when they are added to the reservation.
- The Waiver will be sent out for completion prior to your trip.

Non-Refundable Deposits:

- A 25% non-refundable deposit is due upon booking. Please read the Waiver carefully prior to paying your deposit.

Final Payments:

- The final balance is due three months (90 days) prior to your tour arrival date.
- Island Lake reserves the right to cancel unpaid bookings.
- All rates and payments are in Canadian funds, and an allowance will be made for the exchange rate if payment is made in a foreign currency.

Guest Cancellation:

- Guests are not permitted to sell their seat directly to another guest.
- If a guest no longer wants their tour seat(s), they may find and direct an appropriate replacement guest(s), aged 19 years or older, to Island Lake's Reservations Team to book the seat(s). For safety reasons, an appropriate replacement guest is subject to the new guest's skiing / boarding ability being appropriate to the trip and Island Lake reserves the right to refuse the referred replacement on this basis, in which case the guest may find another replacement. The cost of the trip for the replacement guest will be at the current list price at the time the replacement guest books. Once the reservation has been completed, with the applicable payment received and Booking and Cancellation Policy Terms & Conditions agreed to, Island Lake will refund all amounts paid by the original guest. The original guest will lose their booking priority for future years.
- If a guest cancels and Island Lake is asked to find a replacement for the seat(s), payments will be refunded when the seat is filled (applicable payment has been received and the Booking and Cancellation Policy Terms & Conditions agreed to) with another appropriate guest, less a \$250+tax admin fee per seat. The original guest will lose their booking priority for future years.
- If the seat is not sold to another appropriate replacement guest, the seat is non-refundable, and the guest will lose their payment.

Operator Cancellation:

- Island Lake Lodge reserves the right to cancel any ski tour up to 48 hours before the start of the tour without liability.
- In the event of Island Lake cancelling a tour for any reason, guests have the following options:
 - Deferring your entire payment, including deposit, to next season for the same dates. If full payment has not been made, the deposit will be held, and final payment will be due the next year in accordance with the Booking and Cancellation Policy Terms & Conditions.
 - Receive a full refund if the above option is not satisfactory. Note: refunded seats will lose their booking priority for future years.

- In the event Island Lake cancels for any reason, Island Lake will not be responsible to compensate you for any costs, including those related to your booking, including airfare, car rentals, and accommodations.

Trip Cancellation/Interruption:

- We highly recommend trip cancellation and interruption insurance. For specific coverage questions, please contact our preferred provider, [Acera Travel Insurance](#) or a broker of your choice.
- Except as provided in these terms and conditions, Island Lake will not provide a refund or compensation for any expenses related to your booking or trip to Island Lake, including airfare, car rentals, and accommodations.
- Island Lake reserves the right to modify our Booking and Cancellation Policy Terms & Conditions.

Weather Disclaimer:

- Island Lake Lodge operates in a backcountry environment where weather conditions can vary unpredictably. While we strive to provide the best possible skiing experience, we cannot control or guarantee weather conditions. Island Lake is not responsible for any disruptions or inconveniences caused by adverse weather conditions, including but not limited to closures, delays, or changes in skiing conditions.
- In the event of a cancellation of the entire trip by Island Lake Lodge, please see our "Operator Cancellation" section for further information on options available to guests affected by weather-related cancellations. Guests are advised to come prepared for various weather scenarios and to exercise caution while skiing in backcountry terrain. We are committed to providing an outstanding and safe experience for our guests and staff.

Exchange Rate Disclaimer:

- Refunds will be processed in Canadian dollars. No adjustments will be made to the refund for differences in the exchange rate between the time payment was made and the refund was issued.

Credit Policy:

- Any credit issued by Island Lake, whether as a result of cancellations, tour rescheduling, or other circumstances, will expire after 3 years of non-use. It is the responsibility of the guest to ensure the utilization of any credited amounts within this timeframe. Island Lake reserves the right to enforce this expiration policy strictly, with no exceptions. Unused credits will not be extended or refunded beyond the 3 years. Credits have no cash value and are non-transferrable.

Ski / Snowboard Equipment

- Included in the tour package, Island Lake has a selection of skis, snowboards and ski poles available for guests to use. To view the current selection, please visit our FAQs section on **"What Do I need for Gear"**.

- The use of Island Lake ski or snowboard equipment is subject to the equipment user reviewing and agreeing to Island Lake Lodge's Rental/Use Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement (the "Rental/Use Waiver") as a condition of using the equipment. If the Rental/Use Waiver is not completed, the guest will not be permitted to use the equipment. The **Rental/Use Waiver** can be reviewed [here](#). PLEASE READ IT CAREFULLY if you intend to use any of Island Lake's ski or snowboard equipment.

Harassment Policy:

- Island Lake is committed to providing a safe and respectful environment for all guests and staff. Any form of harassment, including but not limited to verbal, physical, or sexual harassment, will not be tolerated. Harassment of any kind towards Island Lake staff will result in immediate termination of services and expulsion from the premises without refund or compensation. We prioritize the well-being and dignity of our staff members and expect all guests to conduct themselves accordingly.