



## Terms and Policies

A deposit of 40% on the total cost of your reservation is required at the time of the reservation. This present contract will be effective once the deposit will be received. We accept credit card (Visa or Master Card). The final payment will be processed to the credit card on file 3 business days before the visit. Prices are subject to change without notice.

Overnight stays: Check-in time is at 4:00 p.m. and check-out time is at 12:00 p.m. The earliest time for drop off any personal items or food is at 4:00PM.

You can add the thermal experience to your reservation in order to have unlimited access during all your stay. You must add it to your reservation at least 3 business days before your arrival. The Kallä treatment can also be added but is only valid for one (1) day during your stay.

Any treatments or massages must be reserved individually and paid at regular rates the day of.

Modifications to your reservation may be made up to 72 hours (3 business days) prior to your group's arrival.

There will be no reimbursement or compensation due to a modification after the delay. If a loss or any material damages occur during your stay at the Lodge, fees will be charged to your account. Also, extra charges can be added to your invoice if furniture is moved without authorization or if you leave the Lodge in a poor condition at the time of your departure. A visual inspection will be done before your arrival and after your stay.

The furniture and objects in the Lodge are the property of Nordik Nature Spa. Inventories of the material are made before and after the visit.

You are responsible for the fireplace if you decide to use it. Candles are your entire responsibility to put out at any time after use or when leaving the Lodge.

Pets are not allowed in the Lodge. Pets are not allowed in the Lodge. If there is a presence of any pets in the lodge, an extra fee will be charge on the credit card in file.

Must be 16 years and older for access to the Nordics baths and massages.

Please note that food or alcohol cannot be brought into the spa.

The Lodge, as the entire site of Nordik Nature Spa, is a NON-SMOKING area. It is illegal to smoke within a radius of 9 meters of any doors and any windows that open: it is therefore forbidden to smoke on the outside terrace of the lodge.

If any of the above-mentioned policies are not met by one of the Lodge's guests, additional charges may be added to your final bill, for cleaning, items replacement, or any other costs incurred by the business to correct the situation.

## **Payment Conditions**

Only one invoice will be made for the group and one payment by one guest will be authorized.

All payments are to be done by the credit card holder linked to the said reservation. Additional deposit can be done ahead of time but must be authorized and processed by the lodge coordinator.

Methods of payment accepted for initial deposit: Mastercard or Visa.

Methods of payment accepted for additional/final transaction: Mastercard, Visa and Amex.

Gift certificates may be used as a mean of payment; however, they must respect the following criteria:

- The serial code cannot begin with CP.
- We use a gift certificate for its monetary value and not for the service stated on it.
- We use the full value of the certificate.

The gift certificates must be provided to the lodge coordinator at least 3 business days before the visit, by email or over the phone with the serial number.

The final payment will be done 3 business days before the arrival.

## **Cancellation Policy**

No cancellation or change in dates will be reimbursed within 14 days of the scheduled visit date.

Modifications to your reservation may be made up to 72 hours (3 business days) prior to visit. There will be no reimbursement or compensation due to a modification after the delay since the final payment will be fully processed.

Any services desired after that 3-day mark or once on site will be offered at the regular rate.