

**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, refundable up to 91 days prior to travel after which it is non-refundable. 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 61 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, American Express and Union Pay. 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 – *We are a “Travel Insurance Environment”!***

The deposit of 35% is refundable up to 91 days prior to travel after which it is non-refundable. Payments made in excess of 35% are refundable upon written notice of cancellation from client **not less than 61 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 Goods and Services Tax (GST) of 5%, Hotel Tax of \$8 per room per day, and with the rising cost of fuel, an additional fuel surcharge may apply for seaplane and water taxi transportation, fishing boats, boat cruises and eco tours. There is also a supplementary conservation fee of \$20 per person per day plus GST 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.

**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, spirits, excluding beer and house wines, and any other applicable taxes, services, items and amenities not expressly stated in your reservation contract.

**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 – under such circumstances Sonora staff are available upon request to transport any guest within resort property.**

**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**

Check-in is on or after 4:00 pm and check-out is by 12:00 pm, unless other arrangements have been made in advance with Sonora. Additional charges may apply if these times are not complied with.

Scheduled flights depart for Sonora at 3:00 pm or 3:30 pm. The flight takes approximately 45 – 60 minutes. Return flights usually arrive back into Vancouver by 5:15 pm. **Note: flights have a 25 lb. per person luggage restriction.**

### **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 on arrival at Sonora. A copy of this [waiver](#) can be viewed [here](#).

### **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 or a Force Majeure Event, Sonora will provide a full refund of all amounts paid (including deposit).

### **Force Majeure**

“Force Majeure Event” means acts of God, flood, fire, earthquake, tsunami, epidemics or pandemics, war or hostilities, terrorist threats or attacks, riots or civil unrest, government order or law, national or regional emergency, labour stoppages or other similar event beyond the reasonable control of Sonora or the guest.

On the occurrence of a Force Majeure Event which (i) prevents Sonora from fulfilling its obligations under a reservation, and/or (ii) prevents travel to Sonora by guest and travel insurance purchased by guest excludes compensation for such Force Majeure Event (where guest is required to provide confirmation of such exclusion from insurance provider), Sonora and guest agree to discuss in good faith available options for a reservation (including, rescheduling) and where no mutually agreeable solution may be reached, (i) on at least 61 days’ notice prior to the start of the reservation, guest may cancel the reservation and Sonora will refund all amounts prepaid to Sonora, or (ii) on notice up to and including 60 days’ prior to the start of the reservation, guest may cancel the reservation and Sonora will refund any amounts paid in excess of the non-refundable deposit or provide full credit for a future reservation, provided that, in each case, Sonora will not be liable to a guest for any other expenses or damages incurred by a guest as a result of the cancellation of the reservation.

### **Health and Safety**

Smoking policy – smoking is strictly prohibited in all indoor spaces. Any guests smoking or vaping any tobacco, cannabis or other substance in the rooms will be fined **\$500.00**; this fine 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 12 would not be permitted. We also ask that at all times, children be under adult supervision and that parents be responsible for their whereabouts and respectful behaviour of their children during their stay.

### **Tour Operators and/or Travel Agents**

Any tour operator and/or travel agent used by Guest to make reservations is, for all purposes, Guest’s agent, and agrees and represents that the tour operator and/or travel agent has the authority to receive notice of these terms and conditions on behalf of the Guest. Guest’s tour operator and/or travel agent agree to promptly notify a Guest of these terms and conditions. Neither Sonora nor its owners shall be liable for any representations made by Guest’s tour operator and/or travel agent. No tour operator and/or travel agent has the authority to modify or waive the terms and conditions contained herein.

**Suggested Gratuities**

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

Hotel Staff	\$80.00 per person per day (Tip pool shared amongst All hotel staff except Guides and Spa Practitioners)
Guides	\$80.00 per person per full day; \$40.00 per person per half day
Spa	20% of Invoice before taxes

**For all groups of 10 adults or more there will be an automatic Hotel staff gratuity of \$80 per person per day**