

# SILVERSTAR HOLIDAYS

## WINTER BOOKING & CANCELLATION POLICY



### RESERVATIONS BOOKED OUTSIDE 30 DAYS OF ARRIVAL:

At the time of booking, SilverStar Central Reservations requires a non-refundable deposit to confirm the booking.

The non-refundable deposit is based on the number of nights your booking is for:

1-9 nights = first night plus taxes

10+ nights = 20% of the total booking plus taxes

From the date of the original booking, you have 48hrs to cancel the reservation without penalty. (I.e. if you book your reservation at noon on August 10<sup>th</sup> you have up to noon August 12<sup>th</sup> to cancel). After 48hrs, the reservation is non-refundable should you cancel.

Final payment for the accommodation and any package components are due 30 days prior to arrival.

Should you cancel your reservation within 30 days of arrival, there is no refund on the accommodation portion of your booking.

Exceptions valid until  
August 31, 2020

A full refund of the deposit will be honored up to August 31, 2020 for any reservations, for any reason outside of 30 days of arrival.

### RESERVATIONS BOOKED WITHIN 30-6 DAYS OF ARRIVAL:

At the time of booking, SilverStar Central Reservations requires full payment to confirm the booking. This includes all charges for accommodation and any package components.

From the date of the original booking, you have 48 hours to cancel the reservation without penalty. After the 48 hours, the full payment for accommodation is non-refundable should you cancel.

### RESERVATIONS BOOKED WITHIN 5 DAYS OF ARRIVAL:

At the time of booking, SilverStar Central Reservations requires full payment to confirm the booking. This includes all charges for accommodation and any package components.

There are no refunds if you cancel within 5 days of arrival.

### RENTAL GUIDELINES

All renters must be over the age of 19 to rent a Hotel Room or Suite and must be 25 years and over to rent a Private Home or Condo.

Renters under the required age must be accompanied by an adult, guardian or parent, who must occupy the property for the duration of the stay.

Photo ID to verify age must be provided at check in.

### ACTIVITIES & SERVICES

Full payment is due at time of booking and is non-refundable. This includes Lift Tickets, Lessons, Rentals and Airport Transfers. (Excluding Season Passes which are subject to Season Pass Cancellation Policy.)

### TRIP CANCELLATION INSURANCE

We encourage all guest to purchase travel insurance that will cover them for any possible cancellations or trip delays.

### HOLIDAY RESERVATIONS

During the Holiday period of December 27 and January 2 we have a 5 night minimum stay when booking with Silver Star Holidays. Please talk to our Agents for more details.