



## BIG WHITE CENTRAL RESERVATIONS - BOOKING AND CANCELLATION POLICIES

### **RESERVATIONS MADE OUTSIDE 41 DAYS PRIOR TO ARRIVAL**

\* At the time of booking, Big White Central Reservations requires a deposit to confirm the booking.

The deposit amount is calculated as 70% of the total charges incurred on the first day of your booking. Please note, this is not 70% of the entire booking value.

For bookings of 21 nights or longer, the deposit amount is calculated as 25% of the entire booking value after taxes.

\* From the date of the original booking, you have 10 days to cancel the reservation without penalty. (E.g.: if you book your reservation August 10 you have up to August 20 to cancel). After the 10 days, the deposit is non-refundable should you cancel.

\* Final payment for your vacation package is due 30 days prior to arrival. Should you cancel your reservation within 30 days of arrival, there is no refund on the accommodation or service fee portion of your booking.

### **RESERVATIONS MADE BETWEEN 40 & 30 DAYS OF ARRIVAL:**

\* At the time of booking, Big White Central Reservations requires a deposit to confirm the booking.

The deposit amount is calculated as 70% of the total charges incurred on the first day of your booking. Please note, this is not 70% of the entire booking value.

\* From the date of the original booking, you have up to 30 days prior to your arrival to cancel the reservation without penalty. E.g.: if you make your reservation December 10 and will be arriving on January 15 you have up to December 16 to cancel). If you cancel on or before 30 days prior, your full deposit will be refunded.

\* Final payment for your vacation package is due 30 days prior to arrival. Should you cancel your reservation within 30 days of arrival, there is no refund on the accommodation or service fee portion of your booking.

### **RESERVATIONS MADE BETWEEN 30 & 3 DAYS OF ARRIVAL:**

\* At the time of booking, Big White Central Reservations requires full payment to confirm the booking. This includes all charges for your vacation package.

\* From the date of the original booking, you have 24 hours to cancel the reservation without penalty. After the 24 hours, full payment for the accommodation and service fee is non-refundable should you cancel.

### **RESERVATIONS MADE WITHIN 3 DAYS (72 HOURS) OF ARRIVAL:**

\* At the time of booking, Big White Central Reservations requires full payment to confirm the booking. This includes all charges for your vacation package.

\* Within 3 days (72 hours) of arrival the full payment is non-refundable should you cancel.

### **ALL RESERVATIONS:**

- Final payment for your reservation is due 30 days prior to your arrival. A secure online payment link will be emailed to you 7 days prior to the due date so payment can be made online. If payment is not received by 30 days prior to your arrival it will be processed on to your credit card on file.

- Upon check-in all guests are required to provide the credit card used for the booking as a security deposit pre-authorization of the first night's room charge per unit. *Please note a pre-authorization is not an additional charge, rather a hold on funds as a security deposit which is then released back on your credit card following check-out.*
- The minimum age to rent a unit is 21 years old except Aspens which is a minimum of 30 years, Bullet Creek Cabins, Copper Kettle, Towering Pines & Pinnacles which is a minimum of 25 years old, Grizzly Lodge which is a minimum of 24 years old and Stonebridge Lodge which is a minimum of 23 years old (Each adult must be over the age of 23, except in a family group containing multiple generations of related individuals).
- No changes are permitted to your accommodation reservation within 30 days of arrival.
- There is no refund for unused portions of your vacation.
- Lift tickets, Groups Lessons and Equipment Rentals purchased with your accommodation cannot be changed or cancelled within 7 days of arrival.
- Airport transfers cannot be changed or cancelled within 7 days of arrival.
- Reservations made on or prior to October 1, 2024 are based on a required 5 night minimum in all condominiums, townhomes, cabins, hotel suites and Sundance Resort and a 3 night minimum in select hotel rooms at Chateau Big White, Inn at Big White and White Crystal Inn. Any change to the reservation, which decreases the stay to less than these minimums, is deemed non-refundable and you will be charged for a minimum of 5 or 3 nights, whichever applies to your booking.
- Reservations from December 20, 2024 - January 2, 2025 inclusive are based on a required 5 night minimum in all condominiums, townhomes, cabins, hotel suites and Sundance Resort and a 3 night minimum in select hotel rooms at Chateau Big White, Inn at Big White and White Crystal Inn. Any change to the reservation, which decreases the stay to less than these minimums is deemed non-refundable and you will be charged for a minimum of 5 or 3 nights, whichever applies to your booking.
- Reservations for February 14 - 20, 2025 and March 7 - 22, 2025 inclusive, are based on a required 3 night minimum in all properties. Any change to the reservation, which decreases the stay to less than 3 nights, is deemed non-refundable and you will be charged for a minimum of 3 nights.
- This reservation cannot be changed to any special or package which may become available after your booking is confirmed.

#### **LIFT TICKETS, GROUP LESSONS & EQUIPMENT RENTALS**

- Lift Tickets, Group Lessons and Equipment Rentals purchased with your accommodation can be changed or cancelled without penalty up to 8 days prior to arrival.
- From 7 days prior to arrival there are no changes or refunds on Lift Tickets, Group Lessons and Equipment Rentals tickets.

#### **GROUND TRANSPORTATION**

- From the date of the original booking, you will be able to change or cancel your ground transportation reservation without penalty up to 7 days prior to arrival date and/or departure date. Within 7 days, the full payment for the shuttles is non-refundable should you cancel and changes are not permitted.
- Pets are not permitted on the shuttles with the exception of registered service dogs.

#### **TRIP CANCELLATION INSURANCE**

It is highly recommended that you purchase travel insurance. Big White Central Reservations has partnered with TuGo for all your travel insurance needs. For more information click [here](#).

#### **CONFIRMATIONS**

To ensure your holiday has been booked accurately, we ask that you carefully review your confirmation to ensure the following information is correct:

- Dates of Travel
- Location of your accommodation and room type
- Airport Transfers
- Additional Activities and Services

**If there are any details that are not correct, please contact us as soon as possible to make the appropriate changes.**

We encourage you to view photos of your accommodation on our website at [www.bigwhite.com](http://www.bigwhite.com)

If you have any questions regarding our booking, cancellation or deposit policies please contact us at **1800 663 2772** or **250 765 8888** or by email at [cenres@bigwhite.com](mailto:cenres@bigwhite.com)

**Thank you for booking with Central Reservations and we look forward to seeing you this season!**