

Booking Policies

- A deposit of \$250 is required per cottage per week
- A deposit of \$750 is required for the Lake House per week
- A refundable security deposit of \$200 is applied to the cottages on final payment
- A refundable security deposit of \$500 is applied to the Lake House on final payment
- A \$40 cleaning fee is applied to each 2 – bedroom cottage
- A \$50 cleaning fee is applied to each 3 – bedroom cottage
- A \$350 cleaning fee is applied to the Lake House

Cancelation Policy

If you need to cancel your reservation, please be sure to follow these steps

Cottages Weekend/Weekly

- If you cancel 28 days or more before your arrival date, you will be refunded HALF of your \$250 deposit
- If you cancel 27 days or less before your arrival date, you lose 100% of your deposit
- If we rebook your time slot, we will refund your \$250 deposit
- If you do not show up for your reservation and/or do not call, you will lose 100% of your deposit. We reserve the right to rebook without compensation

Lake House

- If you cancel 28 days or more before your reservation, we will refund your \$750 deposit MINUS a \$100 administration fee
- If you cancel 27 days or less before your arrival date, you will lose 100% of your \$750 deposit
- If we rebook your time slot we will refund your \$750 deposit
- If you do not show up for your reservation and /or do not call you will lose 100% of your deposit. We reserve the right to rebook without compensation

Late Arrival

- If you are going to be late, please let us know via email or phone call or text message
- 613-777-8881/cell :416-414-6068
- Info@theoaksresort.com
- Then we can arrange alternate plans

Early departure/Late departure

- If you choose to make an early departure, there will be no compensation for the duration. This includes any deposit made for any additional weeks for the cottages and the Lake House
- Because time is limited to service each cottage and the Lake House all departure times are firm
- Cottages check out at 10am
- Lake House check out is 11am all times are FIRM