

## Cancellation & Reservation Policies

**Deposit & Payment:** 50% of the balance is due immediately at booking, with the remaining 50% balance due 90 days prior to arrival for regular lodging and packages.

### Methods of Payment:

- **ACH** – This is our preferred method for domestic payments and is a complimentary service provided by Stillpoint Lodge. Invoices include an ACH link for you to expedite payment while keeping account details confidential.
- **Credit Card** – All major credit cards are accepted. Processing fees are included in the rates. Invoices include a credit card link for you to expedite payment while keeping account details confidential.
- **Wire Transfers** – Wire transfers are also accepted. We will provide account details on request. When wire transferring, please send a copy of the transaction report to <stay@stillpointlodge.com> to expedite the transfer.

**Cancellation, Rescheduling & No Show Penalties:** Once deposit is received, dates can be canceled, transferred, or rescheduled for later during the same season or applied as travel credit to dates in the following season, (subject to updated rates, terms & conditions), based on availability and the following schedule:

- **IF CANCELED 120 DAYS OR MORE PRIOR TO ARRIVAL:** 80% of the deposited amount will be refunded, minus any payment processing fees, and the remaining 20% of the deposited amount is nonrefundable and can be applied toward rescheduled dates or transferred to another party. Administrative fee for changes is \$200/per person.
- **IF CANCELED BETWEEN 91-119 DAYS PRIOR TO ARRIVAL:** The full 50% deposit is nonrefundable. 80% of the deposited amount will be forfeited and 20% of the deposited amount can be applied toward rescheduled dates or transferred to another party.
- **IF CANCELED 90 DAYS OR LESS PRIOR TO ARRIVAL:** 100% non-refundable payment of the full reservation cost is contractually owed at 90 days prior to arrival. Dates cannot be rescheduled and no shows and cancellations for any reason will result in forfeiture of the full reservation cost.
- **In the above applicable situations,** you will have 12 months to reschedule a reservation to a date mutually agreed upon by all parties. The percentage value of your postponed reservation will be applied to the rates, terms, and inclusions of the next season, which are subject to change.
- **For property buyouts,** differing policies and payment terms will apply on a case-by-case basis.

**Trip Insurance:** Travel interruption is not uncommon in Alaska, especially later in the summer. Due to our short season, remote location, and the unlikelihood of filling an empty cabin at the last minute, we are unable to offer refunds for itinerary changes or cancellations due to weather. We do not offer any refunds for unforeseen reasons other than previously noted. We strongly recommend that you purchase a travel insurance policy that includes full coverage for cancellation, interruption, and evacuation. We recommend [Allianz Travel Insurance](#).

**Fuel Surcharge:** Due to our seaside location, we rely heavily on fossil fuels for heating, hauling groceries and supplies, staff and guest transportation, and recreation. Our guide team and charter partners provide air taxi service, scenic flights, fishing and boat cruises, and other activities that require transportation. In the unlikely event that fuel prices increase by more than 30% by the time of your booked stay, we reserve the right to apply a fuel surcharge based on a percentage applied to the total package rate and/or a la carte excursions not to exceed 7%.

**Force Majeure:** It is expressly agreed that Stillpoint shall be relieved of its obligations to provide service in the event the performance of the agreement is delayed or prevented by any cause reasonably beyond its control, including without limitation, acts of God, epidemic, pandemic, fire, flood, storm, explosion, orders by governmental authorities, essential repairs and/or construction, legal seizure, strike, lockout, work stoppage or other restraint of labor.

**Pandemic:** Stillpoint Lodge follows the travel and hospitality guidelines recommended by the CDC and mandated by the State of Alaska or federal government. You will be notified in advance if any amenities, activities, or excursions will not be available during your stay based on local pandemic-related directives.

**Included Wellness and Local Activities:** Upon arrival, you will meet with our onsite manager to finalize your custom itinerary for your included wellness and local activities including massage, yoga, hiking, and ocean kayaking. Daily, we take into consideration your previously scheduled excursions and the weather.

**Included Outbound Excursions:** In the event that a situation beyond our control (such as weather, mechanical issues, or lack of availability) excludes the accessibility of a specific included outbound excursion, Stillpoint Lodge will offer the choice of a substitute included excursion and we will NOT refund any portion of the all-inclusive rate. A la carte excursions added to your stay will be refunded on a case-by-case basis.

**Reservation Agreement:** The lead guest or financially responsible party for each reservation is required to read and sign our online reservation agreement. The booking is not considered confirmed until it is completed.

**Gratuities:** Tipping is customary at Alaska luxury lodges and is at the discretion of each guest. Staff gratuity of around 10-15% of your total bill is recommended, which averages around \$350-\$450 per night per guest. This includes all your guides for inhouse guided excursions as well as our valued subcontractors. You are welcome to tip in cash, by credit card, ACH bank transfer, or Venmo at checkout on your departure day and we will distribute on your behalf. Additionally, since there is no ATM nearby, we recommend bringing some cash to tip pilots and anyone else along the way that you want to recognize at your discretion for exemplary service.

**Itinerary:** Excursions are not guaranteed to be private (unless reserved/paid in advance) and all activities are subject to change based on weather and availability. We have some of the largest tidal swings in the world... subsequently our boat arrival and departure times are occasionally affected by the level of tide.

**Children** 6-years and over are welcome to accompany their families at a reduced rate. Youth 12-years and older are at full rate. All ages are welcome when you reserve exclusive use of our entire facility as a buyout. We respectfully request dedicated adult supervision, and some activities may be limited due to safety concerns.

**Weight Restrictions:** For safety reasons related to aircraft, please notify us immediately if a guest in your party weighs over 275 pounds or gains more than 10 pounds prior to arrival. Any transfer flights or excursions canceled due to weight restrictions will be forfeited if we are not notified in advance.

**Wildlife:** We are surrounded by wilderness and wildlife interactions are likely, including black bears. Our guide staff educates guests on wildlife safety and best practices and notifies guests of recent sightings. It is our policy for guests never hike or kayak alone. Although we have a considerably higher number of good-weather days than much of Alaska, some of our activities, excursions & additional services that are dependent on weather, tides, and wildlife in the area cannot be guaranteed. While guests are guaranteed to see wildlife, there is no guarantee on the type or abundance.

**Smoke Free:** Stillpoint Lodge is a smoke-free facility. Smokers are asked to please plan ahead and smoke only in designated areas and discreetly dispose of all waste in a designated receptacle. Smoke odor or residue found inside any facility because of smoking inside or disposing of ashes or butts inside, will result in the assessment of a minimum \$500 cleaning fee.

**Damages:** Any damage to our facilities, including but not limited to stains on carpets or upholstery, bed-wetting, heavily soiled linens, broken furniture, damaged walls, broken fixtures, missing or broken equipment, broken windows or doors, excessive trash or filth, defaced, missing, or damaged artwork, improper use of appliances, and smoking, will incur a fee to cover repair and cleaning costs. The amount will be assessed based on the extent of the damage and communicated to the guest, with payment required at checkout or within 7 days of notification.

**Pets:** Stillpoint is only able accommodate pets and service animals on a case-by-case basis, fees may apply.

**Firearms** are not needed for any reason, are strongly discouraged, and are not allowed inside the lodge. Guests are required to notify management if they plan to bring a firearm for any reason.

**Liability & Waivers:** Please be aware of the inherent risk in the steep ramps, boats, floating docks, cold water, boardwalks, trails, and terrain of Alaska. Our adventures are carefully planned, but personal responsibility must prevail. Please keep a watchful eye on children and teens. We reserve the right to refuse services (activities, wellness sessions, excursions, transportation) to any person believed to be under the influence of alcohol or drugs, or whose conduct degrades the experience for other guests or impedes safe operation of experiences. Additionally, as a result of such action, we will not refund any portion of the package rate or a la carte excursions. Each guest will be asked to sign a liability waiver prior to or upon arrival at the lodge.

**Guest Information Questionnaire & Welcome Letter:** Due to the highly personalized and customizable nature of our boutique lodge experience, we will reach out to gather important personal details about each guest in your party so that our staff is prepared for your stay with us. The lead guest will receive a detailed welcome letter after all guests in your party complete their questionnaire. Please be sure to distribute the personalized Welcome Letter (with your full forecasted itinerary, packing list, and planning information) to all members of your party, which we will send to you by email a few weeks prior to arrival at the lodge.

**Special Requests:** Due to our remote location, it is of vital importance that we receive all special requests, dietary concerns, and health information in writing **at least two weeks** prior to guest arrival.