

Reservation, Cancellation & Occupancy Policy

PINE TREE COMMUNITY RV PARK, OWNED AND OPERATED BY WESTCOAST ENDEAVOURS ULC – Powell River, British Columbia

Effective Date: May 4, 2026

Welcome to PINE TREE COMMUNITY RV PARK, OWNED AND OPERATED BY WESTCOAST ENDEAVOURS ULC. To ensure a clear understanding of our terms and to comply with the British Columbia Lodging and Campgrounds Association (BCLCA) guidelines and the Business Practices and Consumer Protection Act (BPCPA), we have established the following Reservation, Cancellation, and Occupancy Policy. By confirming a reservation with us, you acknowledge and agree to these terms.

1. Three-Tier Stay Classification

To provide clarity on the nature of your stay and to manage our facilities effectively, all bookings at PINE TREE COMMUNITY RV PARK fall into one of three categories. It is important to note that all stays are considered temporary accommodations and do not constitute a residential tenancy under the Residential Tenancy Act.

Tier 1: Short-Term Stays (1–30 Nights)

These are transient recreational or travel stays. These arrangements are strictly licence-to-occupy agreements and are not residential tenancies.

Tier 2: Mid-Term Stays (31–90 Nights)

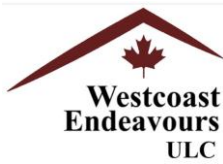
These are extended occupancies intended for temporary accommodation. Mid-term stays are strictly licence-to-occupy agreements and are not residential tenancies.

Tier 3: Long-Term Stays (91–180 Nights)

These are our longest permitted temporary occupancies, priced at a year-round flat rate and offering deep discounts in exchange for a long-term commitment. Long-term stays are strictly licence-to-occupy agreements and are not residential tenancies. Stays beyond 180 days are not permitted at any time. Occupants wishing to re-register their stay may do so by fully departing the Park for at least 72 hours and requesting a new reservation.

2. Booking Agreement & Legal Compliance

By confirming a reservation, you explicitly agree that you have reviewed all pricing, dates, fees, and policies, and that you accept the terms applicable to your specific Tier (Short-Term, Mid-Term, or Long-Term).



Distance Reservations (Online, Phone, or Email)

For bookings made without being physically present at the park (defined as distance sales contracts), including reservations made by email, phone or website:

- You confirm that prior to completing your booking, you were provided with all pricing, fees, and policies.
- You confirm you had the ability to review and accept these terms and the opportunity to correct any errors before confirming.
- A complete copy of your booking agreement, including this cancellation policy, will be provided to you automatically via email within 15 days of your booking confirmation.

3. Payment & Deposits

To secure your reservation, the following deposit and payment structures apply based on your stay tier.

<u>Tier</u>	<u>Reservation Deposit Required</u>	<u>Balance / Ongoing Payments</u>
Tier 1 (Short-Term)	1 night or 50% (whichever is greater)	Due upon arrival
Tier 2 (Mid-Term)	First 30 days (non-refundable within 30-day cancellation window)	30-day block purchase payments due in advance to credit card on file
Tier 3 (Long-Term)	50% of total stay cost due at time of booking	Remaining 50% balance due 60 days after the date of arrival. Balance is due early to secure the deep discount rate.

4. Cancellation Policy

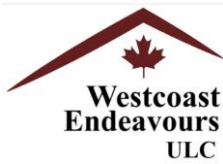
Please read this section carefully. By proceeding with your booking, you acknowledge and agree to these cancellation terms.

Tier 1: Short-Term Stays (1–30 Nights)

- **More than 7 days before arrival:** You will receive a full refund of your deposit, minus a \$25 administration fee.
- **7 days or fewer before arrival:** Your deposit is strictly non-refundable.

Tier 2: Mid-Term Stays (31–90 Nights)

- **More than 30 days before arrival:** You will receive a full refund of your deposit, minus a \$75 administration fee.



- **15 to 30 days before arrival:** You will receive a 50% refund of your deposit.
- **14 days or fewer before arrival:** Your deposit is strictly non-refundable.

Tier 3: Long-Term Stays (91–180 Nights)

- **More than 60 days before arrival:** You will receive a full refund of your deposit, minus a \$150 administration fee.
- **30 to 60 days before arrival:** You will receive a 50% refund of your deposit.
- **29 days or fewer before arrival:** Your deposit is strictly non-refundable.

5. Modifications to Reservations

We understand that plans can change. Modification requests are handled according to the following guidelines:

Tier 1: Short-Term Stays

- Modifications requested outside the 7-day cancellation window are permitted subject to availability.
- Modifications requested within 7 days of arrival are treated as cancellation and re-booking, subject to the cancellation penalties outlined in Section 4.

Tier 2: Mid-Term Stays

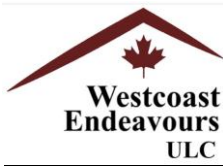
- **More than 30 days prior to arrival:** One modification to the reservation dates is permitted without penalty, subject to availability.
- **30 days or fewer prior to arrival:** Any modification request is treated as a cancellation and is subject to the cancellation penalties outlined in Section 4.

Tier 3: Long-Term Stays

- **More than 60 days prior to arrival:** One modification to the reservation dates is permitted without penalty, subject to availability.
- **60 days or fewer prior to arrival:** Any modification request is treated as a cancellation and is subject to the cancellation penalties outlined in Section 4.

6. No-Shows & Early Departures

<u>Situation</u>	<u>Tier 1 (Short-Term)</u>	<u>Tier 2 (Mid-Term)</u>	<u>Tier 3 (Long-Term)</u>
No-Show	Full deposit forfeited; reservation cancelled	Entire first month's deposit forfeited	Initial 50% deposit forfeited; reservation cancelled
Early Departure	No refunds issued once checked in	Minimum 30 days' written notice	See Tier 3 Early Departure &



		required; prorated refunds within notice period are at the sole discretion of management	Proration Policy below
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Tier 3 Early Departure & Proration Policy

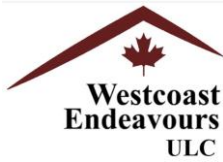
Because Tier 3 stays receive a deep discount (25% to 30% off the standard year-round rate) in exchange for a long-term commitment, early departures break the terms of that discount. If a Tier 3 guest must depart early after paying in full, the refund will be calculated as follows:

1. **Reversion to Standard Rates:** The nights actually stayed will be recalculated retroactively at the standard Tier 2 (Mid-Term) 30-day block rate, removing the 25% or 30% deep discount that was applied.
2. **Proration:** The total amount paid by the guest will be applied against the newly calculated cost of the actual nights stayed.
3. **Administration Fee:** A \$150 early termination fee will be deducted from any remaining balance.
4. **Refund:** Any remaining funds after the recalculation and fees will be refunded to the guest within 15 days. If the recalculated cost of the stay at standard rates equals or exceeds the amount paid, no refund will be issued and no additional balance will be charged. Minimum 30 days' written notice is required for any early departure refund consideration.

7. Critical Occupancy Rules (Stays Longer Than 30 Nights – Tier 2 & Tier 3 Occupants)

To maintain the nature of our park as a temporary accommodation facility and avoid unintended tenancy rights, the following rules strictly apply to all Tier 2 and Tier 3 stays:

- Occupancy is strictly temporary and revocable.
- No fixed address or permanent residency rights are granted.
- Mail and package delivery to the park is not permitted.
- Guests must maintain a primary residence elsewhere and will be asked to provide proof of such residence.
- All park rules form a binding part of the Licence to Occupy Agreement.
- All terms at Pine Tree RV Park end at 180 days and cannot be extended. A new licence to occupy can be considered, if the Occupant wishes, after fully vacating the Park for at least 72 hours.



8. Cancellations by the Park

In accordance with the BPCPA for distance contracts (bookings made online, by phone, or by email): If PINE TREE COMMUNITY RV PARK, OWNED AND OPERATED BY WESTCOAST ENDEAVOURS ULC must unilaterally cancel a confirmed reservation for reasons other than guest breach of policy or force majeure, guests are entitled to a full refund within 15 days of the cancellation notice.

9. Force Majeure (Emergency Events)

This section applies to Tier 1, Tier 2, and Tier 3 stays in the event of unforeseen emergencies such as wildfires, floods, extreme weather, government orders, travel restrictions, or significant infrastructure failures.

- **If the park cannot operate:** Guests will be offered the choice of a full refund or a credit for a future stay.
- **If the guest cannot travel (but the park is operational):** The standard cancellation terms outlined in Section 4 apply. We highly recommend guests purchase independent travel insurance to cover unforeseen personal travel disruptions.

10. Booking Method Compliance

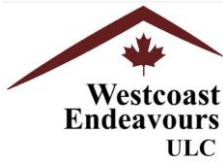
Distance Bookings (Online / Phone / Email)

For all bookings made remotely (defined as distance sales contracts), you confirm that prior to completing your booking:

- You were provided with all pricing, fees, and policies.
- You had the ability to review and accept these terms.
- You had the opportunity to correct any errors before confirming.

11. Refund Processing

- All eligible refunds will be processed within 15 days of the cancellation confirmation.
- Refunds will be returned to the original payment method used for the booking.
- Any third-party booking or processing fees are non-refundable.
- All long-term stays (Tier 3, 91–180 days) paid in advance that qualify for an early departure refund will be processed in accordance with the Tier 3 Early Departure & Proration Policy in Section 6, subject to a non-refundable \$150 administration fee.



12. Enforcement & Consistency

To ensure fairness and legal compliance:

- Only the written terms of this policy apply.
- Staff members are not authorized to make verbal modifications or override this policy.
- All bookings are subject to consistent enforcement of these terms.

13. Agreement Acknowledgment

By completing your reservation, you acknowledge that you understand whether your stay is classified as Tier 1 (Short-Term), Tier 2 (Mid-Term), or Tier 3 (Long-Term); you agree to the applicable cancellation terms; and you accept that this policy forms a binding part of your agreement with PINE TREE COMMUNITY RV PARK, OWNED AND OPERATED BY WESTCOAST ENDEAVOURS ULC.