Terms & Conditions

Payment & Cancellation Policy

- To confirm a reservation, Northern Lights Resort & SPA requests a 20% **non-refundable deposit** at the time of booking. The deposit can be paid by money transfer to Northern Lights Resort & SPA (e-transfer, wire transfer) or with a Visa / MasterCard. The remaining balance will be due 90 days before the stay and will be charged to the credit card provided or must be paid by money transfer again.
- Trips cancelled 90 days or more from the arrival date will be granted a Northern Lights Resort & SPA trip voucher for the total deposit amount. The trip voucher is fully transferable and can be credited to any future booking within the same season or the next season with Northern Lights Resort & SPA.
- Cancellations made less than 90 days before the arrival date or once the balance is charged are non-refundable.
- Cancellations must be made by e-mail only and confirmed in writing by Northern Lights Resort & SPA! Cancellations made by telephone will NOT be accepted.
- Reservations made for (additional) tours or spa treatments (massages) are non-refundable.

General Terms

- Separate cancellation fees may apply for certain package elements we reserve for you with other service providers, such as Air North airfares, Dog Sledding, Snowmobiling, Snowshoeing, etc.
- We charge a 12% Sustainability Charge for every reservation
- For 7-night package reservations and group reservations of three or more chalets in one or multiple bookings, a mandatory gratuity of 12% of the rack rates will be applied.
- We reserve the right to change itineraries if circumstances beyond our control require it.
- Northern Lights Resort & Spa cannot be held responsible for delays caused by Acts of God, strikes, weather, pandemics, aircraft delays or other causes beyond its reasonable control. Northern Lights Resort & SPA will endeavour to provide all services as shown in the package description. However, all activities are subject to weather conditions and may be cancelled, postponed or changed at the sole discretion of Northern Lights Resort & SPA. In case of "force majeure," such as flight cancellations or delays, travel disruptions, weather delays or a force beyond its control, Northern Lights Resort & SPA is not liable to refund any money paid.
- We highly recommend that all guests **purchase travel insurance** to protect against cancellation penalties.
- All Aurora Glass Chalets have one queen-size bed and can accommodate a maximum of 2 guests. The Alpine Chalet "Fireweed" and "Arnika" have one King-size bed and can accommodate a maximum of 2 guests. Our Alpine Log Chalet "Lupine" and “Enzian” have two twin beds each and can accommodate a maximum of 2 guests. We reserve the right to change your booked accommodation to a different one if the booking situation or circumstances beyond our control require it.
- You and all members of your party must sign a Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement in the form acceptable to us before participating in any activity hosted by Northern Lights Resort & SPA. A copy of the abovementioned waiver will be available on written request to Northern Lights Resort & SPA.
- Gratuities are **not included** in the final booking price. However, during reservation, you will be prompted to prepay gratuities. At the end of your trip, you can leave a gratuity for Northern Lights Resort & SPA staff. On average, a guest typically leaves 12-18% gratuity of the pre-tax booking costs as indicated on the Booking Confirmation.
- Smoking in and around the chalets will result in a minimum fine of $500, with additional charges based on the cleaning and restoration effort required.
- Snowmobiling is limited to a total weight of 450 lbs per machine.
- If you forgot some items at the Resort, we will return them. However, there will be a processing fee of $35, plus shipping and packaging fees.
- Any damage to the accommodation and/or lost, stolen, or broken property within the unit will be charged to the Guest's account, as well as any additional costs incurred for item repair or replacement.
- Our Resort is exclusively for guests aged 16 and older.

Northern Lights Resort & Spa is a pet-free, smoke-free, and drug-free resort.

All rates are in Canadian Dollars and subject to a 12% sustainability charge and 5% GST.