



## **Policies**

**For emergencies, call 911, or the RCMP at 867-667-5555.  
For non-emergencies please call our crew contact line at**

### **Check-in and Check-out Policy:**

Check in 2pm- 6pm

Check-out by 11am

### **Early Check-in:**

Early check-in requests are subject to availability. If you plan to arrive before 2:00 PM, we recommend contacting our booking manager in advance to inquire about the possibility of an early check-in. Additional charges may apply for early check-in, depending on availability and room readiness.

### **Late Check-out:**

Late check-out requests are subject to availability. If you wish to check out later than the designated time, please contact our booking manager at least 24 hours in advance. Late check-out requests may incur additional charges based on the duration of the extension.

Please note that the check-in and check-out times are set to ensure that we have enough time to clean and prepare the tents/dome for arriving guests. We appreciate your understanding and cooperation in adhering to these policies.

### **Maximum guests:**

Aurora dome: 3 guests

Aspen, Spruce & Pine Wall tents: 2 guests

The Willow, birch & Tamarack Bell tents: 5 guests. Each guest after 2 guests charged per person.

Additional adult guests are \$10/night. We do not have an additional charge for minors under the age 18.

### **Quiet hours**

10:00 p.m.–8:00 a.m.

**All weekend bookings have a 2 night minimum.**

**Long weekends have a 3 night minimum.**

**Single nights will be available from Sunday-Thursday only.**

**Prices are subject to change without notice; however, your price is guaranteed upon payment.**

### **House rules**

1. No parties or events unless pre-organized with the booking/events manager.
2. No smoking inside the dome/tents. Please smoke in the designated smoking areas only.
3. No excessive drinking or loud partying on the property. We reserve the right to assess whether you are too drunk to use the facilities, due to fire and breakage risks.



4. It is illegal to consume cannabis on Mount Sima. We ask that you refrain from consuming cannabis whilst on the property.
5. It is the guests' responsibility to light/ build/ tend to a fire for the campfire. The hosts are not responsible for teaching guests how to build a fire.
6. If you break or damage something during your stay, please let us know about it when it happens.
7. If something is not working properly or you need something/ aren't happy with something, please let us know, to give us a chance to remedy the situation.
8. No outside guests are allowed on our property without our consent.
9. Please clean your dishes before you check out.
10. Please do not wear shoes inside the dome and tents.

**Before you leave:**

Turn all appliances off.

**Assumption of responsibility:**

Mount Sima is not responsible for any loss of property, damage to property or injury/illness during your stay. Guests are responsible for their own safety & wellbeing.

**Wifi:**

There is no wifi in the dome/tents, but there is access on the property if you need to send a quick email. Wifi access is at the base lodge only.

**Power:**

Just like camping, there are no outlets in the tents which means no mini fridge or microwave.

The dome has power outlets run by solar. 12v power only.

Solar power is available in the common areas and around the kitchen.

**Shared areas use:**

Shared areas include Trails, picnic tables, and resting areas, campfire area, kitchen, outhouses and lakes are shared areas. Please be mindful of noise levels, garbage, and others waiting to use them, etc.

**Water Conservation:**

We encourage guests to be mindful of their water usage. We do not have plumbed water and must drive in all water to the campsite. Please report any leaks or dripping faucets to our crew immediately. Consider turning off the tap while brushing your teeth and be mindful when using water to clean surfaces and prepare food. Every drop counts!

**Cancellation policy:**

If the reservation is canceled 48 hours or less before check-in, or after check-in, the fee is 50% of the reservation amount for the nights not stayed. If the reservation is canceled anytime between 48 hours and 30 days before check-in, the fee is 25% of the reservation amount. If the reservation is canceled more than 30 days before check-in, the fee is 10% of the reservation amount.



#### **Parking:**

Only park in the designated parking lot that will be clearly marked at the entrance of the property. Non-licensed motor vehicles are not allowed to be operated on campground property. Transportation can be available to load your luggage, as there will be a short walk to your accommodation. Please contact your booking manager at the time of your reservation to arrange transportation of your luggage. We require 24 hours notice for all transportation needs.

#### **Pet policy:**

Pets are welcome!

We have a \$20 fee per stay. Maximum of 2 pets per stay.

To ensure you and your pet have a great stay at Alpine Escape, please pay close attention to our below rules regarding pets. Failure to do so may result in damage fees.

#### **1. Your pet must be kept on leash or tied up at all times.**

Do not let your pet run free on the property. Our mountain is home to many wildlife in their natural habitats including bears, lynx's, wolves, porcupines, moose and many other species. For the safety of your pet and the wildlife, pets must remain on leash at all times. Mount Sima is also home to several resident dogs on the hill that belong to staff. Not all of these dogs are social. Please be respectful and ensure your pets are not responsible for any issues related to resident pets and wildlife.

#### **2. Pick up after your pet.**

Disposal bags are provided in various areas and are intended for the use of pet waste collection. Once picked up, you may dispose of it in the designated waste facilities. We rely on your ability to respectfully pick up after your pet to avoid poor experiences of our other guests.

#### **3. No pets on furnishings.**

Furnishings includes; beds, couches, chairs or any furniture.

We encourage you to bring your own dog bed/crate for your pet to sleep in to avoid being enticed by the incredibly comfortable furniture. You will be charged for a pet cleaning fee if your pet has been on furnishings.

#### **4. Never leave your pet unattended.**

This includes inside or outside your tent/dome. This may result in you being asked to leave the property.

#### **Wildlife policy:**

During your stay you may encounter wildlife. We ask that you please respect our local wildlife in their natural habitat. **Please review our separate Bear Aware Guide for bear safety.**

#### **1. Do not feed the wildlife.** A fed animal is a dead animal.

Feeding them can not only interrupt their natural diet, it could cause illness and reliance on humans for food. This leads to increased wildlife activity in and around camp. Both wanted and unwanted wildlife.





2. **Stay safe in bear country.**

We have some resident bears at Mount Sima. Although they are well fed off the land, encounters may still occur. Follow these steps:

Familiarize yourself with our Bear Aware guide provided in your welcome packet and the printed copy in your accommodation.

3. **Pick up after yourself.** Leaving behind wildlife attractants such as food and garbage could lead to inquisitive behavior from wildlife.

4.

5. **You must store wildlife attractants inside the provided bear-proof storage** containers at night and when you're away during the day, even for short periods.

6. **Do not bring food or other attractants into a tent.**

Attractants include coolers, pots, utensils, dish cloths, food, beverages, toiletries, pet food, garbage, gas cans, bug spray, recyclables and anything that may attract wildlife. Staff may remove and secure unattended wildlife attractants if they are not stored correctly. An enforcement action may follow.

7. **Put garbage and recycling** in bear-proof receptacles or pack it out with you.

**Campfire safety:**

1. **Keep your campfires small:** fires and flames should not be larger than the fire ring.
2. Firewood is provided free of charge for the wood stoves and fire pits. Campfires must be kept at a reasonable size inside the fire pit area and fully extinguished before going to bed or leaving your campsite.
3. Do not chop, cut or collect trees for burning as firewood is provided.
4. The fire pits and picnic tables are not to be moved in or from your site.
5. We encourage guests to be responsible for how much wood they burn.
6. **Thoroughly extinguish unattended fires.**

**Canoe use:**

Canoes at the lakes are available for your use. We ask that you treat the canoes with respect, and keep them clean after use.

Lifejackets must be worn at all times when using the canoes.

Canoes are to be stored upside down or on their sides on the bank of the lake after use.

**Lake use:**

Use of our lakes is allowed to all booked guests. Guests can swim in the lakes at their own risk.

Parent/Guardians are responsible for their child's safety. There are no lifeguards on duty.

Fishing in the large lake is subject to the laws & regulations of the Yukon fishing act and is only applicable with permits/licenses.



**The use of the camping, ski area premises and facilities and participation at Mount Sima/Friends of Mount Sima Society is subject to the conditions set out in the Exclusion of Liability and Assumptions of Risks Notice and the Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement.**

**Is there a liability waiver?**

Reservation holders must complete and sign a liability waiver prior to arrival.

**Dome specific policies:**

At Alpine Escape, we are committed to promoting sustainability and reducing our environmental footprint.

We kindly ask for your cooperation in following these eco-friendly guidelines during your stay. Together, we can make a positive impact on the environment and conserve valuable resources.

**Towels and Toiletries:**

In our commitment to sanitation and environmental sustainability, we kindly request guests to reuse towels & toiletries during their stay. This reduces waste and promotes a greener approach to hospitality. Thank you for supporting our efforts to create a cleaner and more eco-friendly environment. Should you require refreshed towels & toiletries, please inform our crew and request replacements.

**Water Conservation:**

We encourage guests to be mindful of their water usage. We do not have plumbed water and must drive in all water to the campsite. Please report any leaks or dripping faucets to our crew immediately. Consider taking shorter showers and turning off the tap while brushing your teeth or lathering in the shower. Every drop counts!

Our property is family friendly; however, children and infants must be under active supervision by a parent or guardian at all times.

All responsibility and duty of care for them must be provided by you the parent / guardian, including their personal equipment and needs.

We strive to provide exceptional service and create a welcoming environment for all our guests. However, there may be circumstances where we reserve the right to refuse accommodation to certain individuals or groups. This policy is in place to ensure the safety, comfort, and well-being of our guests, staff, and property. We kindly request that you review the following guidelines:

**Non-Discrimination:** Mount Sima s is committed to equal treatment and does not discriminate against any individual or group based on race, color, religion, national origin, gender, sexual orientation, disability, or any other protected status as outlined by applicable laws.



**Disruptive Behavior:** Guests who engage in behavior that is disruptive, threatening, or causes discomfort to other guests, staff, or the general atmosphere of the mountain may be refused accommodation. This includes but is not limited to excessive noise, harassment, intoxication, or any form of illegal activity.

**Non-Compliance with Policies:** Guests who repeatedly violate the policies or fail to adhere to reasonable requests made by the staff may be refused accommodation. This includes failure to pay for services, exceeding maximum occupancy limits, smoking in designated non-smoking areas, or damaging mountain property.

**Safety and Security Concerns:** If there are reasonable grounds to believe that accommodating a guest poses a risk to the safety and security of other guests, staff, or the property, Mount Sima reserves the right to refuse accommodation. This may include situations involving threats, violence, or any illegal activities.

**Force Majeure Events:** In the event of unforeseen circumstances such as natural disasters, severe weather conditions, or other events beyond our control, the mountain may be unable to accommodate guests as planned. In such cases, we reserve the right to refuse or modify reservations to ensure the safety and well-being of our guests.

**Manager's Discretion:** The booking manager has the final authority to refuse accommodation to any guest or group that does not meet the criteria outlined in this policy or presents any other valid reason for refusal, even if not explicitly mentioned herein.

It is important to note that the decision to refuse accommodation will be made on a case-by-case basis, considering the specific circumstances and in compliance with applicable laws and regulations. Any payments made in advance will be refunded as per our cancellation policy.

We appreciate your understanding and cooperation regarding this policy. If you have any questions or concerns, please feel free to contact our booking manager.

**Do you offer gift certificates?**

Yes, we do offer gift certificates.

Call or email us at [alpineescape@mountsima.com](mailto:alpineescape@mountsima.com) or 1 (867)-668-4557