

# REO Rafting & Yoga Resort

## Cancellation Policy 2022

### Reservations & Deposits:

- All promotional sale rates require full payment by the dates specified.
- A 15% deposit is required to make a reservation.
- Balances will now be automatically collected 15 days prior to date of trip booked.
- Upon payment/deposit you are agreeing to all terms, conditions & policies.

### Date Changes & Transfers:

- Date changes in calendar year permitted (no fees).
- Transfer your booking to another person for same trip date (no fees).

### Cancellation Policies:

- Cancellations due to Covid-19 will not be accepted more than 30 days in advance.
- Cancel 15 or more days prior to trip: 100% credit voucher for deposits made, no refunds
  - Deposits made before October 1, 2020: Credit vouchers valid until August 1st, 2022
  - Deposits made after October 1, 2020: Credit vouchers valid until August 1st, 2023
  - Deposits made after September 15, 2021: Credit vouchers valid until August 1st, 2024
- Cancel less than 15 days: no credit voucher for deposits made, no refunds

### Check-in & Late Arrivals:

- The check-in times for rafting day trips are 9:00am and 1:00pm.
- The check-in times for 1-night stays are 1:00pm or 4:00pm.
- The check-in time for overnight stays of 2 nights or more is 4:00pm.

→ Please review your invoice for your arrival time.

\* Our Guest Services Centre is closed at 7:00pm on Friday and 6:30pm all other days of the week. If you arrive later than 7:00pm you may be subject to a late fee of \$25 per person.

### Trip Minimums:

- There is a minimum number of guests who are needed to run any of our trips/activities. In the unlikely event that you book on a date where the minimum number of attendees is not met, you may be asked to change your date, choose another one of our activities, or receive a 100% credit voucher for any payments made.

**\*We reserve the right to modify these terms in the event of emergencies or other event**