

JOSHUA CREEK RANCH CANCELLATION POLICY

Your booking is important to us, and great care goes into being prepared for your visit. Cancellations and 'no-shows' result in over-staffing and unnecessary expenses, which we would rather not pass on to other guests through higher prices.

Please remember that this is a seasonal business with only so many days (and particularly weekends) to schedule hunts and other outdoor activities; additionally, ranch lodging, dining and activity capacities are limited. We do not over-book, so if you cancel your reservation, change the date(s), or reduce the number in your party, it is opportunity lost to us and other guests.

JCR cancellation policy is as follows, NO EXCEPTIONS:

- Cancellations must be in writing via mail, fax or e-mail and you must receive written acknowledgement/confirmation from Joshua Creek Ranch before your reservation is considered cancelled.
- For your convenience, when cancelling your reservation, you MAY be eligible for a REFUND or you can always RESCHEDULE your reservation with applicable fees imposed (please see chart below) within one year of your original reservation date:

Date of Cancellation	Cancellation Fee	Rescheduling Fee	Deposit
>45 Days Prior to Arrival Date	\$150.00	N/A	Balance Refundable By Check*** <u>OR</u> Reschedule with No Fee
14-45 Days Prior to Arrival Date	50% Of Reservation Total Or Portion Cancelled	+15% Of Reservation Total Or Portion Cancelled	50% Refundable By Check*** <u>OR</u> Reschedule with 15% Fee
2-14 Days Prior to Arrival Date	100% Of Reservation Total Or Portion Cancelled	+25% Of Reservation Total Or Portion Cancelled	Non-Refundable Reschedule with 25% Fee
<2 Days Prior to Arrival Date	100% Of Reservation Total Or Portion Cancelled	N/A	Non-Refundable No Rescheduling

***Less 3.5% Credit Card Fee (if Credit Card was used for deposit).

- **“No-Shows” on arrival date and/or cancellations within 2 days (48 hours) of arrival date are charged the full value of the booking with no opportunity to reschedule.**
- If you are only cancelling a portion of your reservation and keeping everything else scheduled, the Cancellation Policy and Rescheduling Fees will only be applied to the cancelled portion of the reservation.
- If you must cancel, you can avoid a cancellation fee by finding a replacement to fill your booking. Replacement guests must agree to all terms and conditions outlined in your reservation agreement.
- We recommend that you consider trip cancellation insurance. Contact your insurance agent or travel agent for information regarding such policies.
- Joshua Creek Ranch reserves the right to cancel, postpone, or substitute an alternate activity if weather conditions prevent the delivery of the specific services reserved. Appropriate adjustments will be made to your package price.

Because we're dedicated to delivering an excellent experience every time you visit, this cancellation policy is necessary to keep our rates reasonable. Given your own business experience, we're confident you will understand the need to make the most of the Ranch's limited availability of time and facilities for guest enjoyment. Let's be sure that we communicate and avoid unnecessary situations that result in extra expense for all of us.

JCR rescheduling policy is as follows:

The date for the rescheduled reservation must be WITHIN ONE YEAR OF THE ORIGINAL RESERVATION DATE and is subject to availability. The remaining deposit balance (after fees are imposed) will be applied to the rescheduled reservation; however, the package price is subject to change with any rate adjustments that occur in the interim time period. If the reservation is not rescheduled within one year, any remaining deposit balance will be forfeited.