



## Holiday River Expeditions Cancellation Policy

Standard Cancellation policy vs. NEW COVID 19 policy effective September 24, 2020

For all Utah Multi-day River & Bike Trips

(Not including Grand Canyon or Idaho trips)

### Standard Cancellation Policy

A deposit is required within 5 days of making a reservation and the balance is due 60 days prior to your trip.

Once you have placed a deposit the following cancellation policy and per person service charge applies.

If cancellations are made prior to 90 days before the trip, monies will be refunded less a \$50.00 service charge per person. If cancellations are made within 90 days and outside of 60 days of the trip date, monies will be refunded less a \$100.00 service charge per person. **Cancellations made within 60 days of the trip date are non refundable.**

Please note that we do not make exceptions to this policy. We strongly encourage purchasing the Trip Cancellation Insurance we recommend or some other policy. Please make sure you understand all exclusions of any policy you purchase.

Cancellation of a trip is very unlikely, but we do reserve the right to cancel any trip 30 days prior, due to river or weather conditions or the lack of sufficient reservations. A full refund will be made if such is the case.

### COVID-19 Amended Cancellation Policy

A deposit is required within 5 days of making a reservation and the balance is due 60 days prior to your trip.

Once you have placed a deposit the following cancellation policy and per person service charge applies.

If cancellations are made prior to 90 days before the trip, monies will be refunded less a \$50.00 service charge per person. If cancellations are made within 60 days of the trip the monies paid will be credited towards a future trip in 2022 or 2023.

In the case of a cancellation due to the inability to get to the meeting point due to travel ban or flight cancellation your non-refundable payment we will credited + a 10% additional credit to 2022 or 2023. Please note that you will be responsible for cancellation or change fees related to pre or post trips flights, rental cars, hotels, etc...

Please note that we do not make exceptions to this policy. We strongly encourage purchasing the Trip Cancellation Insurance we recommend or some other policy. Please make sure you understand all exclusions of any policy you purchase.

Cancellation of a trip is very unlikely but in the event we need to cancel a trip we will make every effort to notify guests within 30 days of the trip launch date. A full refund will be made if such is the case.