



## OARS CANCELLATION POLICY

### Standard Cancellation policy vs NEW COVID-19 policy for Grand Canyon River Trips

#### Standard Cancel/Transfer Policy

##### RESERVATIONS AND DEPOSITS

A \$1000/person deposit is required at the time of reservation for all Grand Canyon trips over five (5) days in length. A second deposit of \$500/person is due in our office by November 1 of the year prior to your trip.

For Whitmore Wash to Lake Mead trips a deposit of \$500/person is required at the time of reservation. A second deposit of \$500/person is due in our office by November 1 of the year prior to your trip.

If you make your reservation after November 1 of the year prior to your trip, the entire \$1500 or \$1000 deposit is due at the time of reservation.

##### FINAL PAYMENT

Statements will be mailed in ample time to remind you of the payment due date.

**Final payment of all trip costs is due in our office, no less than 90 days prior to the departure date of your trip.**

Accounts on which final payment has not been received 80 days prior to the departure date will be CANCELLED without exception.

##### CANCELLATIONS AND REFUNDS

If you find it necessary to cancel your trip, please notify us as soon as possible. The cancellation fee after you've made your deposit can range from \$250 up to the entire trip cost, based upon the number of days prior to your trip that we receive your cancellation notice. We regret that we cannot make exceptions for personal emergencies. For this reason, we strongly urge you to consider purchasing a travel protection plan (see Travel Protection).

##### DATE OF CANCELLATION

##### CANCELLATION FEE

360 or more days prior to your trip	\$250/person <sup>1</sup>
359 – 180 days prior to your trip	\$500/person <sup>1</sup>
179 – 90 days prior to your trip	\$750/person <sup>1</sup>
89 days or less prior to your trip	Full Fare

<sup>1</sup> Balance of deposit will be refunded

*\*If you are traveling as part of a charter group please note that deposit/cancellation policies differ from those listed above. Charter Policies can be found on the group leader's contract & on the Charter Trip Visitor's Acknowledgement of Risk Form.*

#### COVID-19 Cancel/Transfer Policy

**Final payment of all trip costs is due in our office, no less than 45 days prior to the departure date of your trip.**

##### CANCELLATIONS AND REFUNDS

If you find it necessary to cancel your trip, please notify us as soon as possible. The cancellation fee after you've made your deposit can range from \$500 up to the entire trip cost, based upon the number of days prior to your trip that we receive your cancellation notice. There is no refund for arriving late or leaving a trip early. We regret that we cannot make exceptions for personal emergencies. For this reason, we strongly urge you to consider purchasing a travel protection plan.

##### DATE OF CANCELLATION

##### CANCELLATION FEE

359 – 180 days prior to your trip	\$500/person <sup>1</sup>
179 – 45 days prior to your trip	\$750/person <sup>1</sup>

<sup>1</sup> Balance of deposit will be refunded or full deposit available as a credit toward a future OARS domestic trip through the 2022 season\*\*

44 – 15 days prior to your trip	\$1000/person <sup>3</sup>
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<sup>3</sup> Balance available as a credit toward a future OARS domestic trip through the 2022 season, less the cost of any non-transferrable or non-refundable payments made by OARS for internal flights, hotel rooms, etc. You will be responsible for any increase in trip price, including but not limited to accommodations, flights, land use fees, or travel protection plan fees.\*\*

\*\*Please note, due to strict limits on the number of guests allowed per trip, a Grand Canyon trip may not be available. It may therefore be necessary to use your credit toward a different OARS trip.

14 days or less prior to your trip	Full Fare
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In the event OARS cancels a trip as a result of a travel ban imposed by federal, state, or local agencies, you may transfer your entire payment to another OARS trip, or select to receive a full refund. You will be responsible for any cancellation or change fees related to pre- or post-trip flights, rental cars, hotels, etc

***This temporary COVID-19 cancel/transfer policy for all 2020 bookings is effective as of April 1, 2020.***