



OARS CANCELLATION POLICY

Standard Cancellation policy vs NEW COVID-19 policy for Multi-Day Domestic Trips

(Not including Grand Canyon River Trips, JW Powell Retrace, Middle Fork Salmon River, Salmon River Combo Trips, and Yosemite Hiker)

Standard Cancel/Transfer Policy

CANCELLATIONS AND REFUNDS

Your deposit is fully refundable for 7 days after you book when you submit a deposit 7 days or more prior to the final payment due date. **Final payment is due 90 days prior to your trip.**

If you must cancel your reservation after the rescission period described above, your cancellation fee will be determined according to the schedule below. We do not make exceptions to the cancellation policy for any reason, including weather, wildfire, terrorism, civil unrest or personal emergencies. There is no refund for arriving late or leaving a trip early.

<u>DATE OF CANCELLATION</u>	<u>CANCELLATION FEE</u>
180 or more days prior to your trip	\$50/person ¹
179 – 90 days prior to your trip	\$100/person ¹
89 – 60 days prior to your trip	\$400/person ²
59 days or less prior to your trip	Full Fare

¹Balance of deposit will be refunded

²\$400/person, balance available as a limited-time trip credit

Please note that different deposit/cancellation policies may apply for charter groups. Refer to the group organizer's confirmation e-mail for details.

TRANSFERS

If you transfer from one trip to another within the same season, there is a \$25/person fee up until 90 days prior to departure. You may choose to make a one-time transfer of your payments to a credit account for use during the following season, which incurs a \$50/person fee up until 90 days prior to departure. Transfers made after this time will be treated as cancellations.

COVID-19 Cancel/Transfer Policy

CANCELLATIONS AND REFUNDS

Your deposit is fully refundable for 7 days after you book when you submit a deposit 7 days or more prior to the final payment due date. **Final payment is due 30 days prior to your trip.**

If you must cancel your reservation after the rescission period described above, your cancellation fee will be determined according to the schedule below. We do not make exceptions to the cancellation policy for any reason, including weather, wildfire, terrorism, civil unrest or personal emergencies. There is no refund for arriving late or leaving a trip early.

<u>DATE OF CANCELLATION</u>	<u>CANCELLATION FEE</u>
180 or more days prior to your trip	\$50/person ¹
179 – 60 days prior to your trip	\$100/person ¹
59 – 30 days prior to your trip	No fee ²
29 – 7 days prior to your trip	\$250/person ³
6 days or less prior to your trip	Full Fare

¹ Balance of deposit will be refunded or full deposit available as a credit toward a future OARS domestic trip (excluding river trips in Grand Canyon) through the 2022 season

² Deposit available as a credit toward a future OARS domestic trip (excluding river trips in Grand Canyon) through the 2022 season

³ Plus the cost of any non-transferrable or non-refundable payments made by OARS for internal flights, hotel rooms, etc. Balance available as a credit toward a future OARS domestic trip (excluding river trips in Grand Canyon) through the 2022 season. 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.

In the event OARS cancels a trip due to not meeting our minimum numbers or 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 March 27, 2020.