



## OARS CANCELLATION POLICY

### Standard Cancellation policy vs NEW COVID-19 policy for One-Day Trips on the South Fork of the American

#### Standard Cancel/Transfer Policy

##### RESERVATIONS

Full payment is required at the time of booking. Payments may be made by check, money order or Visa/Mastercard (American Express and Discover incur a 3% processing fee). Receipt of the payment signifies acceptance of our complete Terms and Conditions. Individual departures and trip capacity are strictly limited by the managing agency. Cancelling your trip will incur cancellation fees because holding spots for you means we are likely turning others away who would like to book the trip.

##### CANCELLATIONS AND REFUNDS

Your payment is fully refundable for 48 hours after making a reservation when you reserve a trip 7 days or more prior to departure.

If you find it necessary to cancel your trip, please notify us as soon as possible. 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>
30 or more days prior to your trip	\$15/person
29 to 3 days prior	No refund
Payment can be transferred to another trip (within the same year) for \$15/person transfer fee.	
2 days or less prior	50% of the trip cost
Can be credited to another trip (within the same year)	
Late arrivals or "no shows"	No refund or credit

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

#### COVID-19 Cancel/Transfer Policy

##### RESERVATIONS

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<u>DATE OF CANCELLATION</u>	<u>CANCELLATION FEE</u>
3 or more days prior to your trip	\$15/person <sup>1</sup>
<sup>1</sup> Balance will be refunded, or full payment available as a credit toward a future OARS domestic trip (excluding river trips in Grand Canyon) through the 2022 season	
2 days or less prior to your trip	50% of the trip cost <sup>2</sup>
<sup>2</sup> Balance can be credited toward a future OARS domestic trip (excluding river trips in Grand Canyon) through the 2022 season	
Late arrivals or "no shows"	No refund or credit

***This temporary COVID-19 cancel/transfer policy for all 2020 bookings is effective as of April 2, 2020.***