

X Bar Ranch Deposit and Cancellation Policy

Every guest reservation is both important and special. Thank you for choosing to stay with the X Bar Ranch Nature Retreat. We have tried to allow for maximum flexibility for you, our customer, when crafting our policies. Please review our policies below and do not hesitate to contact us if you need clarification.

Standard Deposit/Cancellation Policy: Applies to all reservations except those related to special events, holidays or group reservations.

Payment: All reservations require a 100% advance payment made at booking.

Deposit: Value of one night's stay

Cancellations:

- a. No penalty for cancellations made at least 21 days before arrival date.
- b. Cancellations between 20 and 3 days prior to arrival date are subject to a deposit fee equal to one night's stay. Deposit, minus a \$20 processing fee, may be applied as credit for a future stay at X Bar Ranch; credit must be used within one year and can not be re-booked during special events or holidays. Remainder of advance payment will be returned.
- c. Within 72 hours of arrival date we regret there are no refunds or credits for late arrivals, early departures or cancellations, guest is responsible for full value of entire reservation.
- d. No shows forfeit deposit.

Holiday Deposit/Cancellation Policy: Applies to all reservations made in relation to any part of a federal or state holiday.

Payment: All holiday reservations require a 100% advance payment made at booking.

Cancellations: No credit for future stays will be given for cancellations during holidays, and the following cancellation fees apply:

- a. Cancellations between 30 and 7 days prior to arrival date - if reservation is for 3 or less nights – deposit taken equals the value of one night's stay; if reservation is 4 or more nights – deposit taken is equal to the value of two nights' stay.
- b. Cancellations in 6 days or less prior to arrival date - full value of entire reservation.
- c. Any refund due to guest is subject to \$20 handling fee.

Special Event Deposit/Cancellation Policy: Applies to all reservations made in relation to special events, including but not limited to star parties, scrapbook retreats, bicycle races.

Payment: All special event reservations require a 100% pre-payment deposit made at booking.

Cancellations: No credit for future stays will be given for cancellations during special events, and the following cancellation fees apply:

- a. Cancellations between 30 and 7 days prior to arrival date - if reservation is for 2 or 3 nights – deposit taken equals the value of two night's stay; if reservation is 4 or more nights – deposit taken equals the value of four nights' stay.
- b. Cancellations in 6 days or less prior to arrival date - full value of entire reservation.
- c. While the X Bar Ranch is under no obligation to do so, if canceled unit or spot can be re-filled, the deposit minus a \$20 handling fee will be returned for any nights that are re-booked.
- d. Any refund due to guest is subject to \$20 handling fee.

Group Deposit/Cancellation Policy: Applies to all group or block reservations, including but not limited to family reunions and weddings.

Deposit: A \$350 deposit is required at booking. A separate payment in the equivalent of one night of the reservation is due 30 days prior to arrival date. Once reservation is confirmed, there will be no adjustments on pricing for late check in, early check out or for facilities not used during event.

Cancellations: No credit for future stays will be given for cancelled group reservations, and the following cancellation fees apply:

- a. Cancellations prior to January 1st of arrival date year - \$175.
- b. Cancellations after January 1st and more than 31 days prior to arrival date - \$350.
- c. Cancellations between 30 and 8 days prior to arrival date - one night's stay.
- d. Cancellations in 7 days or less prior to arrival date - full value of entire reservation.