



## **Aspen Brook Vacation Homes Payment and Cancellation Policy**

Many travelers make reservations a year or more in advance of their stay. In Peak Seasons we often turn away requests for reservations. As a result, our Cancellation Policy is written to discourage those who would make a reservation without being completely committed to honoring their Rental Contract with us. If you believe your plans may change, we highly recommend trip insurance. Travel Guard is one of many options available.

### **Payment Requirements for Securing a Reservation**

1. A Deposit of 50% of the Reservation Total is due at the time reservation is confirmed
2. Payment in full (Final Payment) is due at least 30 days prior to your Arrival Date

***If final payment is not paid 30 days before your Reservation Arrival Date, or advance arrangements have not been made with our office, you will be charged the balance of your reservation as per this Payment and Cancellation Policy***

3. Full payment is required for Reservations made 30 days before your Arrival Date
4. We do not require a Damage Deposit. You are charged a non-refundable \$69 Property Protection Fee. See the enclosed Property Damage Protection Coverage for details.

***Rates are subject to change. Once Aspen Brook Vacation Homes receives your deposit securing your reservation dates, the rate is locked in and guaranteed. You will not be charged for any future increase. No refund is given in the event of a future rate reduction***

### **Cancellation Policy**

1. Cancellations made more than 60 days in advance of your Arrival Date will receive a Full Refund, less an Administrative Fee of \$100.00.
2. There is No Refund for Cancellations less than 60 days prior to Arrival Date of your Stay
3. Balance is Due at or before 30 days prior to your Arrival Date. At 30 days, should you Cancel your Reservation, no Refund is given for any payment made. Less than 30 days of your Arrival Date, there is No Refund of the entire Reservation Total and you will be charged for the Reservation Balance whether or not you honor your Reservation.
4. In the event this "Payment and Cancellation Policy" is unacceptable to you, you can cancel your reservation within 24 hours of the Reservation Confirmation Date (Initial payment) for a full refund of deposit less an Administrative Fee of \$100.00.