



Aspen Brook Vacation Homes Payment and Cancellation Policy

Many of our return guests 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 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 making a reservation

1. An initial payment (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 before the arrival date of your stay

If final payment is not paid 30 days before your arrival date, you will be obligated to pay the full balance due upon demand. Failure to pay may result in loss of your reservation with no refund.

3. Full payment is required for reservations made less than 30 days before the arrival date of your stay

Rates are subject to change. Once Aspen Brook receives your deposit securing your reservation dates, the rate is locked in and guaranteed. You will not be charged for any future increase, and no refund is given for possible future rate reductions.

Cancellation Policy

1. A cancellation made more than 60 days in advance of the arrival date will receive a refund of 50% of the initial deposit paid less a processing fee of \$100.00
2. No refunds are made for cancellations made less than 60 days prior to the arrival date of your stay
3. You agree to pay for the accommodations in full for the period confirmed, regardless of a LATE ARRIVAL or EARLY DEPARTURE.
4. In the event the "Payment and Cancellation Policy" is unacceptable to you, you can cancel the reservation within 24 hours of the reservation confirmation date (Initial payment) for a full refund of deposit less a processing fee of \$100.00.