

# **Mountain & River Adventures Cancellation Policy for Reservations**

Mountain & River Adventures (MRA) does not cancel trips due to weather conditions. We have no control over the weather. All reservation commitments must be honored regardless of the weather. All trips go rain or shine! We almost always follow through with our plans. However, we reserve the right to change your trip the day of the trip due to weather, water fluctuation, or other factors beyond our control.

If we cancel a trip due to unusual circumstances and we can not re-schedule you on an alternate date, you may be eligible for a full refund or trip credit for the same trip at a later date. It is sometimes necessary to cancel or modify a trip because of circumstances beyond our control. In such cases, we are not responsible for personal expenses other than the trip fees paid to Mountain & River Adventures. Determination of refunds will be made after reviewing trip details.

**If you cancel, for any reason, less than 30 days prior to your trip date, you are not eligible for a refund or store credit.** Written cancellation notice received by our office more than 30 days prior to the trip date will result in a refund of your deposit paid less a \$15 per person processing fee. If you must cancel at the last minute, try to find a friend to take your place.

Your initial deposit is due within 10 days of reserving your trip. Final payment is due 30 days before your trip date, or May 1<sup>st</sup> whichever is soonest. **Please note, any reservations made after May 1<sup>st</sup> will require payment in full at reservation time.** There is a \$15 per person processing fee for reservation changes, such as dates or activities within 30 days of trip. Due to scheduling and logistics of trips, the deadline for changes is 10 days prior to reservation date. Credit card payments for groups should be made with one card. If multiple credit cards are needed, an additional \$10 service fee, per card, will be applied. When sending checks or correspondence, please include your **reservation number**, name and/or organization in order for us to apply your payment properly.

MRA must enforce a strict cancellation policy considering that we incur substantial expenses before each trip departs and, in the event of late cancellations, can not recover costs, nor can we make refunds. We operate under stringent federal regulations, which restrict the number of guests per trip and the number of trips per season. Guides and other personnel employed by Mountain & River Adventures are not authorized to make or promise trip refunds or trip credits. Such determinations can only be made by company management.

Mountain & River Adventures reserves the right to refuse service to any individual or group. **Reservations are not considered confirmed until MRA receives a fully executed copy of this document.** I have read and acknowledge the stated reservation cancellation policy. By signing this form you are affirming that you understand our cancellation policy and accept the conditions within. Please complete and return immediately.

\* \* \* \* \*

Please **SIGN** and **RETURN** this form right away.

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Name: (Party Name if group) \_\_\_\_\_ Date: \_\_\_\_\_

Trip Description: \_\_\_\_\_ Trip Date: \_\_\_\_\_

**MRA use only:** Received by: \_\_\_\_\_ Date: \_\_\_\_\_