



Payment & Cancellation Policy

Payment policy:

- All bookings more than 3 days require a prepaid deposit; refundable until the date communicated at time of booking.
- Any balance is due, is at dropoff

Note:

- “**NON Holiday Periods**” - refundable date is 2 weeks prior to dropoff
- “**Holiday Periods**” (see below) - refundable date is 3 weeks prior to dropoff
 - ◆ Memorial day
 - ◆ Independence Day
 - ◆ Labor Day
 - ◆ Thanksgiving
 - ◆ Dec/Jan Holidays
 - ◆ Hanukkah , Christmas, new years etc.

CANCEL policy:

For Bookings that were paid in full but need to cancel:

- If cancelled by the refundable date then 100% will be refunded
- If cancelled after the refundable date then then the Total minus deposit will be refunded.

For Bookings that have only the deposit paid:

- If cancelled by the refundable date then deposit will be returned
- If cancelled after the refundable date then no deposit will be returned

For a reschedule/schedule adjustments - no cancellation penalty