

# Goldmyer Hot Springs – Cancellation Policy

## Northwest Wilderness Programs

Online | [www.Goldmyer.org](http://www.Goldmyer.org)

Phone | 206.789.5631

Office Hours | Monday - Friday 9:00 am - 3:00 pm

Access Report | Updated on our website at least every Wednesday evening

Call the Goldmyer office to cancel or make changes to your reservation. Our email address is not monitored for correspondence.

### CANCELLATION POLICY

*If you need to cancel your reservation, please be courteous and let the office know as soon as possible so your reservation can be opened up to other visitors.*

For **cancellations** received **less than 7 days** before your reservation:

- Your reservation will be donated to the continued stewardship of Goldmyer Hot Springs.
- We still appreciate you letting us know if you will not be arriving and you may not send an unregistered new group in your place.

For **cancellations** received **7 days or more** before your reservation:

- We can issue a refund of the total payment minus 25%, or a minimum \$10 fee, whichever is greater.

For **changes**, you must contact the office **7 days or more** before your reservation:

- You may pay to add people up to the allowed group size (if there is room) or add camping (if it's available).
- You may change your group leader only by calling the office and we *must* register that person. You may not show up with an unregistered group leader. If you cancel after changing the group leader (with over 7 days notice) there is an additional \$5 fee on top of the usual cancellation fee, and the refund is returned to the original payee.

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### **USING RESERVATION CREDITS (issued prior to May 2021)**

To use a reservation credit within 1 year of the original reservation date:

- Select “using cancellation credit“ in your Lottery Application, or call the office to request a reservation during an open request period.
- You may use your credit to reschedule your reservation no more than one time. Once a credit has been applied and used to reschedule, there is no refund or re-issue of credit available.

### **ADDITIONAL NOTES**

- Read the access report on the Goldmyer website prior to your visit to learn about current road conditions.
- If you do not call to cancel and don't fulfill a reservation it will affect your ability to book future reservations at the discretion of the office.
- Starting in May 2021 we will no longer issue credit for cancellations, but will issue a refund with a fee. We will continue to honor existing credits until they expire (1 year from the original reservation date).
- Cancellation credits issued prior to May 2021 expire one year from the original reservation date. It is the responsibility of the visitor to use their credit.
- Goldmyer is not responsible for road closures or inclement weather that affects access. The road and trail are on Forest Service land.