

# 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

- Our email address is not monitored for correspondence. Please call the main office to make any changes to your reservation.
- Starting March of 2021, reservations can be requested by Lottery Application one month at a time. You may use cancellation credit for a Lottery request.

### CANCELLATION POLICY\*

*If you need to cancel your reservation, or subtract members from your group, 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

For cancellations (or reduction in group size) received **less than 14 days** before your reservation, but at least **7 days** prior to your reservation...

- we can issue a credit for use within one year of the original reservation date\*

For cancellations (or reduction in group size) received **14 days or more** before your reservation...

- we can issue a credit for use within one year of the original reservation date\*
- or, issue a refund minus a minimum \$10 transaction fee or 25% of the total, whichever is greater

### USING RESERVATION CREDITS

To use a reservation credit within 1 year...

- Select “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.

### CHANGES TO A RESERVATION

- You may add people to your reservation (if there is room) by calling the office up to one week before your reservation date.
- You may change your group leader only by calling the office up to one week before the reservation date. We *must* register that person with the office and you may not show up with an unregistered group leader. Changing the group leader counts as a “one time reschedule“.

\*All cancellation credits expire 1-year from the original reservation date. It is the responsibility of the visitor to use their credit. Credit on file doesn't give any priority in the lottery.

\*\*Due to Goldmyer's remote location, if there is an unforeseeable road closure or inclement weather that affects access, Goldmyer cannot be held responsible for *acts of nature* or conditions that are off of our property. The road and trail are on Forest Service Land and not operated or maintained by Goldmyer staff or volunteers.