

# 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 | Usually updated every weekday or at least every Wednesday on our website

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

**Please note:** if we have reached our 20-person capacity already, we cannot add to your group and you may **NOT** show up with extra people. All walk-ins will be turned away if we are full. Sorry, no exceptions.

### 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). **If we are full, we cannot add to your reservation.**
- You may change your group leader **once** 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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### ADDITIONAL NOTES

- Read the access report on the Goldmyer website prior to your visit to learn about current road conditions.
- If there is room, you may request to move your reservation to a date the same calendar month, but **only one time**. Once a reservation is rescheduled, if you have to cancel again, there is no refund or reschedule available. We cannot reschedule to a different calendar month, because that would bypass other lottery entries.
- If you do not call to cancel and don't fulfill a reservation (no-show), cancel last minute, or frequently cancel, it may affect your ability to book future reservations at the discretion of the office.
- Goldmyer is not responsible for road closures or inclement weather that affects access. The road and trail are on Forest Service land. Goldmyer will not cancel your reservation due to weather or obstacles and cannot issue a refund for “acts of nature”.

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

- We will no longer issue credit for cancellations, but will issue a refund with a fee (if the reservation holder cancels with over 7 days notice).
- We will continue to honor existing credits until they expire (1 year from the original reservation date). It is the responsibility of the visitor to use their credit.

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

- Credit holders are given priority in the lottery, but you must indicate “using cancellation credit” in the Special Instructions box 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.