

Due to our size, cancellations affect us significantly; therefore, we adhere to a strict cancellation policy.

All lodging reservations require a 50% deposit at the time of booking.

**LODGING CANCELLATION POLICIES:** Room nights cancelled within 48 hours of arrival will be charged for each room night reserved. Reservations cancelled within 3-14 days of the arrival date will forfeit the original 50% deposit required at the time of booking. You may request that we carry the original 50% deposit over for a period of 30 days, a \$50.00 administration fee would be deducted from your original deposit. We will gladly move the remainder of your deposit to a new reservation date that must fall within 30 days of your original arrival date based on availability (rescheduled reservations must have the same length of stay & rate equal to or greater than original reservation). Reservations not completed within 30 days will forfeit the remaining deposit.

Cancellations or date changes made 15-30 days prior to arrival will result in a refund of the 50% deposit minus a \$25.00 non-refundable administration fee per unit reserved

Guests who shorten their stay inside 14 days of arrival are liable for charges-based on reserved rate for all cancelled nights.

All early departures will be charged the reserved rate for each night cancelled.

**Holiday's:** All reservations with stay dates 3 days prior to & 3 days (unless otherwise stated on a promotional package description) after a holiday will adhere to the following cancellation policy:

Room nights cancelled within 14 days of arrival will be charged for each room night reserved. Reservations cancelled within 15-30 days of the arrival date will forfeit the original 50% deposit required at the time of booking. You may request that we carry the original 50% deposit over for a period of 30 days, a \$50.00 administration fee would be deducted from your original deposit. We will gladly move the remainder of your deposit to a new reservation date that must fall within 30 days of your original arrival date based on availability (rescheduled reservations must have the same length of stay & rate equal to or greater than original reservation). Reservations not completed within 30 days will forfeit the remaining deposit.

Guests who shorten their Holiday period stay inside 30 days of arrival are liable for charges- based on reserved rate for all cancelled nights.

All early departures will be charged the reserved rate for each night cancelled.

**GOLF CANCELLATION POLICY:** It is our desire to accommodate all guests who request golf tee times. In order to do so, reservations should be requested at least 24 hours in advance. A non-refundable cancellation fee of 100% will be charged in the event of a no show or if golf is cancelled on the day of the activity. A cancellation fee of 50% will be charged in the event that golf is cancelled within 48 hours.

A cancellation fee will be charged if the number of players decrease from the above confirmed tee times. A non-refundable cancellation fee of 100% will be charged in the event of a no show or if golf is cancelled on the day of the activity. A cancellation fee of 50% will be charged in the event that golf is cancelled within 48 hours.

In the event inclement weather causes an activity to close, you will be notified without penalty.

Rainchecks will be given if the course is closed due to weather and deemed unplayable. Rain or inclement weather itself may not dictate the closing of the course.

**OUTDOOR ACTIVITY CANCELLATION POLICY:** It is our desire to accommodate all guests who request Outdoor Activities, (sporting clays, fishing, treeclimbing, ATV Trail Riding, Horseback Trail Riding) In order to do so, reservations should be requested at least 24 hours in advance; a cancellation fee of 100% of the activity will be charged in the event that any Outdoor Activity reservations are cancelled within 24 hours of a reservation time or in the event of a no-show. In the event inclement weather causes an activity to close, you will be notified without penalty (guest cancellation due to weather will be subject to the 100% cancel fees)

**HUNTING CANCELLATION POLICY:** An advance deposit of 50% of the total amount is required for all hunting reservations. This deposit is non-refundable, however; your deposit can be applied to a future visit at PRIMLAND as other bookings allow during the current season only. If any unforeseen emergency should arise which would necessitate the cancellation of your reservation, we would require three or more day's notification in order to reschedule and hold your deposit. In all reservation cases w/out proper notification (72 hours) we would charge you the entire amount booked by using the credit card # which was provided to us in order to guarantee your reservation.

**SPA CANCELLATION POLICY:** It is our desire to accommodate all guests who request spa treatments. In order to do so, reservations should be requested at least 24 hours in advance; a cancellation fee of 100% of the salon or spa treatment will be charged in the event that spa reservations are cancelled within

24 hours of a reservation time or in the event of a no-show.

Note: Please inform the spa prior to your treatment if you are pregnant, have allergies or other issues that may require attention. Excessive alcohol consumption prior to your treatment may result in a cancellation or rescheduling if available. Please arrive 15 to 30 minutes prior to your spa treatment.