

AWVR Vacation Cancellation Insurance

Cancelling greater than 30 days: -

- If you have Insurance:** Guests receive a full refund less their 6% insurance fee for all in house activities and lodging.
- If you don't have Insurance:** Guests receive a refund less \$25 per person per person fee.

Cancelling less than 30 days but more than 14 days: -

- If you have Insurance:** Guests receives a full **refund** less their 6% insurance fee for all in house activities and lodging.
- If you don't have Insurance:** Guests receives **rain check** less the \$25 per person fee. (With probable notice)

Cancelling less than 14 days:

- If you have Insurance:** Guests receive a **refund** less their 6% insurance fee and a \$25/person free for all in house activities and lodging, except deluxe cabins. Guests receive a 50% refund for in house deluxe cabins and lodging.
- If you don't have Insurance:** Total Forfeiture or **Rain Check** less \$25 (With probable cause)

The rules.

1. Guests, who pay for trip cancellation insurance, are not charged for third person activities and lodging. Hence third person activities and lodging follow the non-insurance policies.
2. All cancellations must be received in writing via USPS mail, email (info@adventuresonthegorge.com) subject "cancellation request" or faxed (304) 574-4906.
3. No-shows on the day of the trip or cancellations within 24 hours of the start date will not be considered for any reimbursement.
4. Cancellations of lodging and activities which are booked through outside vendors may not qualify for a refund.
5. Gift certificates are non-refundable.
6. To qualify for the cancellation insurance program, guests must pay the 6% insurance fee at the time of the reservation
7. The fee must cover the entire reservation/package.
8. Refunds are based on the person. One person can't ask for the insurance money for the entire reservation.
9. Probable Causes
 - a. Medical, accident, deployment, transportation delay/accident
10. Excuses which do not qualify - unless outfitter cancels trip
 - a. High water
 - b. Weather
 - c. Switching Rivers
11. An excuse may cover up to two people/a couple

