

- NEW CANCELLATION / REFUND / RESCHEDULE POLICY -
Effective OCTOBER 1, 2016

If you or your group are running late for your scheduled Adventure time, we cannot guarantee you spots at your regularly scheduled tour time.

No Show reservations **will forfeit** all amounts paid and will not be able to move or reschedule reservations.

Cancellations made **7 Days or less** before scheduled tour time will receive a **50% refund** on amounts paid.

Cancellations made **7 Days or more** before scheduled tour time will receive a **full refund** on amounts paid.

If you need to **reschedule** an Adventure Activity, you must call **24 hours before scheduled tour time** (72 hours for special group bookings).

We are Adventure by Choice and if a Guest decides—on their own—to not participate in their scheduled Adventure Activity, no refunds or reschedules will be given.

Red Mountain Park Adventures will operate in light rain; however, in the interest of Guest safety:

- Thunder and/or lightning
- High winds
- Temperatures 32 degrees or below

will result in Adventure cancellation or postponement. Guests will have the option to receive a full refund or to reschedule at no extra cost.

Red Mountain Park and its Staff reserve the right to cancel tours due to inclement weather, foreseeable hazards, insufficient bookings or events beyond the Park's control.

*Reservation payments made with cash or check will not be charged a 5% processing fee. The 5% processing fee will only be added on to payments made via Credit Card.