

# **Cancellation Policy, New Dungeness Light Station Association**

**Approved by the Board August 9, 2011**

## **Background**

The New Dungeness Lighthouse Association is experiencing an increase in last-minute cancellations by prospective Keepers. When cancellations occur close to the scheduled stay (even as much as two months in the busy seasons) it is often difficult to fill the vacancies. In 2011 alone, the entire house was cancelled for two weeks, requiring volunteers to man the Station. Considerable revenue is lost when we cannot fill vacancies. In order to reduce the number of late cancellations, and protect the Association's revenue stream, the following policy has been adopted by the Board.

## **Payment and Cancellation Policy**

- At the time the reservation is made, Keepers will provide a \$50 per person non-refundable deposit. If the whole house is being reserved, then the deposit fee is \$300.
- Keeper's fees will be invoiced by the Association six months before the scheduled stay. The invoice will be sent to the primary Keeper point-of-contact.

- The invoiced amount will reflect the \$50 per person deposit, which is considered part of the Keeper fee. So, if the fee is \$350 per adult, the Keeper will be invoiced \$300.
- Keepers will have 30 days from the date of the invoice to pay half of the fee. The reservation will be cancelled if payment is not received within 30 days of the invoice date.
- The remaining balance of the fee will be due 90 days before the scheduled stay.
- The reservation will be cancelled if the fee has not been paid in full 60 days before the scheduled stay.
- Requests for cancellations within 60 days of the scheduled stay for emergencies or serious health issues will be handled on a case-by-case basis: Up to one half of the fee (minus deposit) may be reimbursed if the vacancy cannot be filled. If the vacancy is filled and full fees are paid, the entire fee minus the non-refundable deposit will be refunded.
- Payment due dates will be clearly indicated on the invoice. Prompt payments are requested to protect the Light Station's critical funding.