

CCCA Christian Church Conference Center - Group Retreat Cancellation and Refund Policy

Group Retreat Cancellation and Refund Policy

Cancellations and changes to registrations are extremely costly to our program and ability to provide high quality service to our guests — especially last minute cancellations. The staff time, food ordering and budget committed to each program is based upon the number of people who have registered. Cancellation requests must be received in writing for a refund to be issued. Requests should be sent to Rentals@cccadisciples.org with the subject: Registration Cancellation Request.

There is a cancellation fee for group retreats of \$150 or 10% of the total Estimated Retreat Fee shown in the Contract— whichever is greater. Refunds following any cancellation vary according to the date of cancellation:

- *If we receive your written registration cancellation request at least 30 days before the start date of your retreat, you will receive a full refund less the \$150 cancellation fee.*
- *If we receive your written registration cancellation request between 15 and 29 days before the start date of your retreat, you will receive a 50% refund of your deposit less the \$150 cancellation fee. If you have only paid the 40% deposit, no refund will be issued.*
- *No refunds are issued for cancellations received 14 days or less before the retreat starts.*
- *Fees are transferable within your group. If one of your group members must cancel their attendance, you may substitute another person for that participant at no additional cost.*

A full refund for an individual participant will be given in cases of documented medical concern or due to a death in the family that prohibits attendance. There is no refund once a retreat starts. There is no fee adjustment if a retreat participant paying the Full-Time Rate arrives late or leaves early. You may switch a paid guest space to a replacement guest within your group retreat.

Booking Deposit		Cancellation up to 30 days Prior to Arrival Date	Payment due 21 days Prior to Arrival Date	Cancellations occurring 15 to 29 days Prior to Arrival Date	Cancellations occurring 14 days or less Prior to Arrival Date	Payments Due the Day of Arrival
Deposit Due within 14 days of Receipt of Confirmation Letter	40% of Originally Estimated Retreat Fee based on Retreat Application	Full Refund minus Cancellation Fee*	Balance of Retreat Fee due, based on Invoice calculated from Final Count Form	Partial Refund of 50% of any Payments Received minus Cancellation Fee* Balance may be transferred to another retreat date.	No Refund of any Payments Received. Balance cannot be transferred to another retreat date.	Add-on Fees Due for Additional Participants, Room Upgrades, and Additional Services

* **Cancellation Fee** = \$150 or 10% of Originally Estimated Retreat Fee, whichever is higher.

See www.cccadisciples.org/bethanybeach for Group Retreat Rates, Applications, and other important information.