

Cabin Cancellation & Refund Policy

CANCELLATION POLICY

Consider this policy prior to purchasing a reservation. Please understand at the time of booking your reservation you immediately prohibit other people from reserving and utilizing that cabin; therefore, they will go elsewhere to locate a facility for that date.

Name of person on the reservation will be the only person who can cancel or reschedule a facility reservation. All cancellations or requests to reschedule date of reservation must be made by calling and /or emailing the HCCB Office, (641) 923-2720, at least 30 days in advance of the original reservation arrival date.

If a rescheduling of a reservation is needed, that rescheduled date must be submitted and approved by HCCB Staff at least 30 days prior to the original reservation date of arrival. A change fee of \$20 will be assessed per each reservation. A reservation holder has only ONE (1) opportunity to reschedule their original reservation.

If a facility reservation is cancelled by the Hancock County Conservation Board due to a natural disaster or if by some means the facility is unusable, a full refund will be issued to the person that made the original reservation.

REFUND POLICY

Consider this policy prior to purchasing a reservation.

25% of any cabin reservation is NON-REFUNDABLE.

75% of the original cabin rental fee will be refunded if the HCCB Office is contacted by phone and/or email, concerning a cancellation at least 30 days in advance of the original reservation arrival date. Refunds will be mailed in the form of a check in the name of the original reservation holder.

100% of the cabin rental fee will be forfeited if the cancellation is received less than 30 days prior to the original date of arrival listed on the reservation.