

Special Coronavirus Cancellation Policy

- **Deposits are non-refundable** at any time, however, due to the uncertainty of the coronavirus pandemic special “cancel and rebook” options are available:

* A group may cancel their current booking up to two weeks prior to their arrival date and rebook for another date in the future (up to a maximum of 14 months past their original booking date, provided the Centre is available to accept groups at that time). The deposit that the group paid to confirm their original stay may be applied to the new booking dates.

* In the event that National or Local Government regulations make cancellation within two weeks of your party’s arrival necessary, cancellations will be accepted within the two-week prior to arrival time period. The group may cancel their current booking and rebook for another date in the future (up to a maximum of 14 months past their original booking date, provided the Centre is available to accept groups at that time). The deposit that the group paid to confirm their original stay may be applied to the new booking dates.

The Group Details Confirmation Form with final numbers and information about your group must be received by our office a **minimum of one week prior** to your arrival to the Center. Once this form has been received, partial **cancellations of up to 10% of your group will be accepted up to 48 hours prior** to your group’s scheduled arrival at no charge.

Any more than 10% of your group or any members that are **cancelled within 48 hours of your arrival time will be charged the full rate** including meals and accommodations.

* Typically cancellations are not permitted within 48 hours of guest arrival at the Centre. However, in order to prevent the spread of coronavirus, guests who become ill prior to their arrival may cancel at no charge, even if cancellations account for greater than 10% of your total group. Please monitor guest health prior to their arrival at the Centre. Should any guest become ill within two weeks prior to his/her arrival at the Centre, he/she may cancel and will NOT be charged the full amount for his/her stay including both meals and accommodations based on the number of guests indicated on your Group Detail Confirmation Form or Booking form. Please resubmit your group detail Confirmation Form to the Torchbearers Yamanakako office with accurate guests counts as soon as possible following the change. Thank you.

No refunds will be given for any cancellations, no shows, or missed meals on or after the scheduled arrival time. Thank you for your understanding.

* Typically cancellations are not permitted on or after the scheduled arrival time. However, in order to prevent the spread of coronavirus, guests who become ill while at the Centre may cancel the remainder of their accommodation fees and receive a refund for the remainder. We regret that we are unable to refund meal fees on or after guest arrival at the Centre. Please monitor guest health prior to their arrival at the Centre. Should any guest become ill while at the Centre within two weeks prior to his/her arrival at the Centre, he/she may cancel and will NOT be charged the full amount for his/her stay including both accommodation and dining fees based on the number of guests indicated on your Group Detail Confirmation Form or Booking form. Please resubmit your group detail Confirmation Form to the Torchbearers Yamanakako office with accurate guests counts as soon as possible following the change. Thank you.