

Payment, Cancellation and Refund Policies

Credit Cards

Glen Eyrie is pleased to accept Visa, MasterCard and Discover.

Checks

Glen Eyrie accepts personal and business checks from banks in the United States. A photo ID is requested for all checks presented for payment. Checks are payable to The Navigators.

Refunds

Any and all refunds issued by Glen Eyrie for any and all transactions will be made according to the following policies.

- Cash payments will be refunded via check.
- Check payments will be refunded via check, payable to the person or organization named on the original check presented for payment.
- Credit Card payments will be refunded to the original credit card presented for payment. In the event that the original credit card is closed, Glen Eyrie will still refund the account and the guest will need to contact the credit card company to request a refund.
- A Glen Eyrie Gift Certificate may be requested in lieu of refunds.

Bed and Breakfast/PSR (Personal Spiritual Retreats)

All reservations for PSRs (All Individual Overnight Stays) require a credit card to guarantee the reservation. Credit Cards are authorized at the time of check-in and payment is collected at the time of departure. Cancellations made prior to 3pm on the day before arrival will be made without penalty. Cancellations made after 3pm on the day before arrival will incur a full night charge plus taxes. No Shows will be charged the full cost of all nights of the stay plus taxes.

Castle Tours

All reservations for Castle Tours must be paid in full at the time of reservation. Reservations may be made via phone with a credit card or in person with cash, check or a credit card. Cancellations made prior to 1pm on the day before the scheduled tour will be made without penalty. Cancellations made after 1pm on the day before the scheduled tour will be charged the full amount of the reservation. No Shows will be charged the full amount of the reservation.

Castle Teas

All reservations for Castle Teas must be paid in full at the time of reservation. Reservations may be made via phone with a credit card or in person with cash, check or a credit card. Cancellations made at least 48 hours prior to the scheduled tea will be made without penalty. Cancellations made within 48 hours of the scheduled tea will be charged the full amount of the reservation. No Shows will be charged the full amount of the reservation.

Retreats/Programs

All Reservations for Glen Eyrie Cornerstone Retreats, Programs, Marriage GetAways, and Innovos must be paid in full at the time of reservation. Reservations may be made via phone with a credit card or in person with cash, check or a credit card. Cancellations made a minimum of 14 calendar days prior to the start date of the program will be fully refunded less a 10% cancellation fee. Cancellations made within 14 days of the start date of the program will be charged a 50% cancellation fee and have a gift certificate issued for the remaining 50%. The gift certificate is valid for 1 year and is usable for any Glen Eyrie purchase. Reservations that are rescheduled at anytime prior to the start date of the program will incur a 10% change fee. No Shows will be charged the full amount of the reservation.

Christmas Events - Madrigal and Orchestra

All purchases for Glen Eyrie Christmas Events must be paid in full at the time of reservation. Reservations may be made via phone with a credit card or in person with cash, check or a credit card. Reservations made prior to September 1 are refundable less a \$10 per ticket cancellation fee. Reservations made after September 1 are non-refundable. No Shows will be charged the full amount of the reservation.

Leadership Edge Breakfast

All reservations for Leadership Edge Breakfasts must be paid in full at the time of reservation. Reservations may be made via phone with a credit card or in person with cash, check or a credit card. Reservations are non-refundable. Reservations are fully transferable to another Leadership edge Breakfast. No Shows will be charged the full amount of the reservation.

Glen Eyrie Concerts

All reservations for Glen Eyrie Concerts must be paid in full at the time of reservation. Reservations may be made via phone with a credit card or in person with cash, check or a credit card. Reservations are non-refundable and not transferable to any other event or purchase. Reservations are fully transferable to another guest for the same event. No Shows will be charged the full amount of the reservation.

Glen Eyrie Cancellations - Miscellaneous

In the event that Glen Eyrie must cancel an event, a full refund of the reservation, transfer of the reservation to another day or the issue of a gift certificate will occur. In the event that Glen Eyrie must cancel an event for which a guest has made airline tickets or other such travel arrangements, Glen Eyrie will not reimburse such related expenses.

Glen Eyrie Bookstore

The Glen Eyrie Bookstore accepts cash, checks and credit cards for all transactions. Refunds of merchandise may be made within 30 days of purchase with the original receipt. No refunds will be made without the original receipt. Merchandise must be in re-sellable condition. Credit card transactions must be refunded to the original credit card presented for payment. The original credit card must be presented to receive a refund. If the original credit card is not present, a store credit will be issued. A Glen Eyrie Gift Certificate may be requested in lieu of refunds.