



RESERVATION AND CANCELLATION POLICY

As a Christian organization, MCRC abides by the Scriptural principle of “Let your Yes be Yes and your No be No” from James 5:12. We respect the work of others and expect them to honor their commitments made to us. However, if cancellation does become necessary, notice must be sent to MCRC by the Guest User contact or the contact signatory. The following will be applied to reservations and cancellations:

Programmed Event Policy:

- Reservations will not be deemed active until the minimum deposit has been paid.
- Pending reservations (registrations without deposits) will not be honored, and housing will not be assigned.
- Reservations
 - Group Programmed Events
 - \$10 per person is required for all registrants at time of booking.
 - \$50 per person is required 60 days prior to event.
 - Full payment is required 14 days prior to event.
 - Family and Youth Programmed Events
 - 50% per person is required for all registrants at time of booking.
 - Full payment is required 14 days prior to event.
 - Adult Programmed Events
 - 100% per person is required for all registrants at time of booking.
- Cancellations
 - Group Programmed Events
 - Cancellations made 61 days or more prior to event, all payments are fully refunded.
 - Cancellations made 60 days or less prior to event, the booking fee is forfeited.
 - Cancellations made 30 days prior to event, the \$50 per person payment is forfeited.
 - Cancellations made 14 days or less prior to event, result in forfeiture of full event fees.
 - Up to 10% variance (the difference between fees paid and actual attendees) allowed on the day of the event, the variance will be applied as a credit for future events.
 - Individual and Family Programmed Events
 - Cancellations made 31 days or more prior to event, all payments are fully refunded.
 - Cancellations made 30 days or less prior to event, the 50% per person payment is forfeited.
 - Cancellations made 14 days or less prior to event, result in forfeiture of full event fees.
- If a payment is not made according to the deadlines provided above, MCRC reserves the right to cancel the reservation.
- For Guest User who leaves before the conclusion of their event for any reason, a partial refund will be considered on a case-by-case basis.
- Force Majeure: Should events beyond the reasonable control of either MCRC or Guest User occur (**as defined or interpreted by MCRC**), including but not limited to acts of God, war (declared or undeclared), governmental regulation, civil disturbance, terrorism, disaster, fire, earthquakes, unreasonable extreme inclement weather, public utility failure, or any other comparable condition, making it inadvisable, illegal or impossible for either MCRC and Retreat Center or Guest User to perform their obligations hereunder, MCRC may cancel this Agreement without liability for anyone or more of such reasons upon written notice to the other, such notice to be given as far in advance (or as soon thereafter) as reasonably practical. In addition, all Down Payments and prepayments (notwithstanding any designation as “non-refundable”) made by Guest User, its guests or representatives shall be fully and promptly refunded.

Guest Group Policy:

- If attendance becomes a concern, please contact us early for ideas on how to better market the event as we want it to be a success for you.
- Reservations will not be deemed active until the minimum deposit has been paid.
- Pending reservations (registrations without deposits) will not be honored and housing will not be assigned.
- Guest Group Reservations require a deposit of 20% per person
- Cancellations

Days Prior to Scheduled Event

Payment

100+	Forfeiture of deposit. Deposit can be applied to rescheduled event (used within 12 months of previously scheduled event)
99	Forfeiture of deposit. Deposit cannot be applied to rescheduled event.
30	Forfeiture of deposit & payment of 50% of guests listed on Reservation Form.
14	Forfeiture of deposit and payment of 90% of guests listed on contract.

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