

Subject: Updated Deposit and Cancellation Policy for Baja's Van Wormer Resorts

Dear Travel Partners,

We hope this email finds you well. We are writing to inform you about an important update regarding the deposit and cancellation policy at Baja's Van Wormer Resorts. We kindly request that you communicate this information to your clients who may be interested in booking with us.

Starting June 13, 2023, we have implemented a revised deposit and cancellation policy to ensure a seamless and convenient booking experience for both our valued guests and our esteemed travel partners. The updated policy is as follows:

1. Deposit Policy:

- A 25% deposit is due upon booking for the total amount of lodging.
- For boat bookings, the full payment is required at the time of booking.
- Travel Partners will be given a 10 day grace period to obtain the full deposit from their client. Reservations without deposit will autocancel after 10 days.

2. Refund Policy - Rooms:

- Room deposits are fully refundable when cancelled outside of 60 days prior to the arrival date.
- If a room is cancelled between 60-30 days prior to the arrival date, the guest will be issued a credit towards a future trip.
- If a room is cancelled within 30 days prior to the arrival date, the guest will forfeit the 25% deposit.
- A 10% service fee will be charged on all refunds. This service fee will only apply to refunds and not on credits for future trips.

3. Refund Policy - Boats:

- Once boats are booked and paid for, they are non-refundable.
- If a boat is cancelled outside of 60 days prior to the arrival date, the guest will be issued a credit towards a future trip.
- If a boat is cancelled within 60 days prior to the arrival date, the guest will forfeit the full amount of the boat cancelled.

4. Cancellation at the Resort:

- Cancellation of a room or boat while at the resort is not permitted.
- If a room or boat is cancelled while at the hotel, the guest will be charged the full amount of the room/boat.

5. Boat Charter Cancellation by the Resort:

- In the event of strong winds, rough seas, or unsafe conditions resulting in the hotel's cancellation of your scheduled charter, the boat dispatcher will attempt to reschedule your charter during your stay.
- If you are unable to reschedule your trip for any reason, no penalty will be assessed.

We kindly request your cooperation in informing your clients about these changes. Should you have any questions or require further clarification, please do not hesitate to reach out to our reservations team at 877-777-8862. We will be more than happy to assist you.

Thank you for your continued support and collaboration. We look forward to strengthening our partnership and providing exceptional experiences for your clients at the beautiful Baja's Van Wormer Resorts.

Warm regards,

Eddie Dalmau
Reservations Manager
Baja's Van Wormer Resorts